

Maintenance Worker

Performs repairs and maintenance in plant or office facilities or on machines and equipment. Typically performs work in one or more of the maintenance trades: carpentry, plumbing, painting, machine and equipment repair, electrical, sheet metal fabrication and welding. Conducts routine, periodic or special inspections to determine repair and maintenance work necessary to prevent breakdowns of facilities, machinery and equipment. Uses hand and power tools. Tests, inspects, troubleshoots and repairs machines and equipment. Uses blueprints, sketches, layouts, wiring diagrams, drawings and specifications.

	Level 1	Level 2	Level 3	Level 4
	Maintenance Worker I	Maintenance Worker II	Maintenance Worker III	Sr. Maintenance Worker
Knowledge	Little or no knowledge of the job. Moderate understanding of general job aspects and some understanding of the detailed aspects of the job. Basic ability to use reasoning to diagnose and repair basic equipment.	Full knowledge of the job. Substantial acquaintance with and understanding of general aspects of the job with a broad understanding of the detailed aspects of the job. Ability to use reasoning to diagnose and repair electrical and mechanical problems with equipment.	Considerable knowledge of the job. Complete acquaintance with, and understanding of, the general and detailed aspects of the job and their practical applications to problems and situations ordinarily encountered. Strong ability to use reasoning to troubleshoot, diagnose and repair electrical and mechanical problems with complex equipment.	Extensive knowledge in specialized functions. A wide and comprehensive acquaintance with, and understanding of, both general and specific aspects of the job and their practical application to complex problems and situations ordinarily encountered. Strong ability to use reasoning to troubleshoot, diagnose and repair electrical and mechanical problems with complex equipment. May provide direction to other Maintenance Workers.
Supervision Received	Close supervision involving detailed instructions and constant checking on work performance.	General supervision and instructions given for routine work and detailed instructions given for new activities or special assignments.	Limited supervision. No instructions needed on routine work and general instructions given on new lines of work or special assignments.	Minimal supervision. Work may be done without established procedures.
Consequence of Errors	Errors can be easily and quickly detected within the immediate work unit and would result only in minor disruption or expense to correct.	Errors may be detected and corrected but may cause moderate loss of time or customer/user dissatisfaction.	Errors may be difficult to detect and would normally result in loss of customer business, material or equipment to resolve.	Errors are very difficult to detect and would normally require significant expenditures to resolve.
Contacts	Contacts are primarily within immediate work unit. Contacts involve obtaining or providing information requiring little explanation or interpretation.	Contacts are typically with individuals within own department and occasionally with contacts outside own organization. Contacts involve obtaining or providing information or data requiring some explanation or interpretation.	Contacts are frequent with individuals representing other departments and/or representing outside organizations. Contacts involve obtaining or providing information or data on matters of moderate importance to the function of the department or which may be of sensitive nature.	Contacts are frequent with individuals representing outside organizations and/or individuals of significant importance within the company. Contacts involve planning and preparation of the communications, require skill, tact, persuasion and/or negotiation to accomplish the objectives of the communication.
Work Products (Examples may include but are not limited to)	Work in hot, cold and/or dirty conditions at times. Able to use maintenance equipment such as hand tools, test equipment, machinery, forklifts, etc. Ladders, hazardous equipment and chemicals. Computers.	Work in hot, cold and/or dirty conditions at times. Able to use maintenance equipment such as hand tools, test equipment, machinery, forklifts, etc. Ladders, hazardous equipment and chemicals. Computers.	Work in hot, cold and/or dirty conditions at times. Able to use maintenance equipment such as hand tools, test equipment, machinery, forklifts, etc. Ladders, hazardous equipment and chemicals. Computers.	Work in hot, cold and/or dirty conditions at times. Able to use maintenance equipment such as hand tools, test equipment, machinery, forklifts, etc. Ladders, hazardous equipment and chemicals. Computers.
Minimum Education and Experience	High School Diploma or GED with strong mechanical aptitude with the ability to reason and diagnose basic mechanical problems.	High School Diploma or GED with strong mechanical aptitude with the ability to reason and diagnose basic mechanical problems. Training and certifications in electrical or mechanical maintenance is a plus. 2 years of maintenance experience.	High School Diploma or GED with strong mechanical aptitude with the ability to reason and diagnose basic mechanical problems. Post High School training and certifications in electrical or mechanical maintenance is required. At least 5 years of maintenance experience. Strong computer skills. PLC and robotics experience preferred.	High School Diploma or GED with strong mechanical aptitude with the ability to reason and diagnose basic mechanical problems. Post High School training and certifications in electrical or mechanical maintenance is required. At least 10 years of maintenance experience. Strong computer skills. PLC and robotics experience preferred.