

**M&L Painting Ltd.**  
**Painter Core Competencies**

**Safety, health and the environment**

- Attends all safety toolbox meetings
- Interacts in meetings and contributes when necessary
- Offers ideas/suggestions where appropriate
- Pays attention

**Practices safe and environmentally conscious work habits**

- Knows and reviews safe work procedures
- Properly disposes of waste
- Cleans tools in the designated areas
- Has safety certification

**Service quality**

- Does the job right the first time
- Understands the quality expected
- Asks for clear directions when unsure
- Sets high standards for work
- Checks work quality
- Does not accept work that is below standard for himself or others

**Attitude**

- Positive friendly attitude
- Eager to learn new things
- Open to feedback
- Communicates pleasantly with clients and coworkers
- Committed to the company's success

**Brush workmanship**

- Effectively cuts in drywall next to ceiling and wood work
- Effectively brushes doorframes and doors
- Effective brushwork where required

**Roller workmanship**

- Rolls out latex on walls evenly
- Rolls out high performance and alkyd paint evenly
- Rolls out doors evenly

**Sprayer work**

- Applies latex to walls effectively for back rolling
- Applies paint to trim, doors, steel eaves

## **Teamwork**

- Works well with others (peers, office staff, foreman, suppliers, customers)
- Seeks to strengthen team as a whole
- Treats team members with respect
- Takes time to assist others when necessary and appropriate
- Is respectful of other team members and their contributions
- Is proactive in looking for ways to assist others without being asked
- Is open with other team members about his/her concerns
- Expresses disagreement constructively (e.g., by emphasizing points of agreement, suggesting alternatives that may be acceptable)

## **Customer/Stakeholder Service Excellence (includes paint reps, field workers, project managers)**

- Understands customer needs and strives to always put them first
- Goes above and beyond the clients expectations
- Quickly and effectively solves customer problems
- Talks to customers (internal or external) to find out what they want and how satisfied they are with what they are getting
- Lets customers know he/she is willing to work with them to meet their needs
- Finds ways to measure and track customer satisfaction
- Presents a cheerful, positive manner with customers

## **Effective communication**

- Asks questions and listens carefully in order to seek clarification
- Is open and respectful in their communication style with others
- Listens attentively
- Is respectful and helpful when communicating with foreman

## **Thoroughness**

- Sets up procedures to ensure high quality of work
- Monitors the quality of own and others work
- Verifies information
- Develops and uses systems to organize and keep track of information or work progress
- Organizes information or materials for others
- Carefully reviews and checks the accuracy of information in work reports

## **General appearance**

- Presents themselves in a professional manner
- Attends work clean shaven
- Wears whites
- Maintains a professional image in both appearance and in the way they keep their tools and the work environment

## **Housekeeping**

- Effectively cleans up after himself daily
- Covers and prepares work as required
- Cleans tools at the end of the day in preparation for the following day

### **Reliability/dependability**

- Shows up for work 15 mins prior to scheduled start time
- Calls in ahead of time if they are going to be late/absent
- Does not need to be reminded of the work schedule
- Is available with reasonable notice for extra shifts
- Is aware of customer schedule, will be open to doing what it takes to get the job done and on schedule

### **Controls costs and expenses**

- Asks how main hours are budgeted for jobs
- Is aware of customers expectations for work
- Is interested in how job performance is doing
- Uses supplies efficiently and effectively
- Does not leave half used supplies lying around
- Is aware of the cost of supplies and picks the right quality of supply for the specific job

### **Respect and maintenance of company tools**

- Secures company tools daily
- Leaves tools in good working condition after use
- Reports tools that need repair to foreman ASAP
- Cleans rollers thoroughly for use the next day

### **Respect for foreman**

- Requests instructions needed to do the job properly
- Addresses foreman directly with any concerns
- Is respectful in communication and behavior with the foreman

### **Commitment to excellence**

- Attention to detail
- Pride in work and final product
- Strives for continuous improvement for self and work
- Asks questions to understand best work practices

### **Flexibility/Adaptability**

- Open to changes and new ways of doing things
- Supports changes when they occur
- Quick to adapt to changing business needs
- Able to switch gears as required