



Operators run and monitor the operation of tools, machines, vehicles, or systems. They focus on completing specific tasks, which may be related to a manufacturing process, logistics and materials handling, or other environments where employees work to meet standards for quality, safety, and productivity. Operators may also be responsible for set-up or installation of machinery, equipment, or software.

Example Positions

Fork Lift Operator, Truck Driver, Delivery Driver, Machine Operator, Machinist, Packer, Packaging Technician, Production Technician, Filler Operator, Fabricator, Assembler

Competencies

Quality Focus – Operators ensure that all work in their own area of the business, throughout the organization, by vendors, suppliers, etc. is performed with excellence and to high standards for quality and integrity.

Compliance – They work to ensure that they, team members, other employees, contractors, strategic partners, and other relevant stakeholders act in accordance with all pertinent rules, regulations, policies, and best practices, and that behavior in the organization meets the company's standards of conduct.

Time Management – They focus on completing all work tasks in a timely manner, while remaining responsive enough to react to competing demands and shifting priorities. They are able to manage multiple responsibilities while staying organized, keeping on top of important time-sensitive tasks, and performing all work accurately.

Safety Focus – Operators take the practical actions necessary to minimize the incidence and probability of workplace accidents, injuries, and illnesses. They do this by keeping up to date with current workplace safety laws, research, and best practices; ensuring awareness of safety-related issues; remaining vigilant for potential hazards; and taking all precautions to ensure the wellbeing of all employees.

Extended Task Focus – They are able to perform the same work function for a significant amount of time while remaining focused and without becoming disengaged. Operators are comfortable with a structured schedule and well-defined work tasks.

Representative Behaviors

- Utilizes best practices to ensure that work outcomes reflect high standards for quality
- Acts in accordance with policies, procedures, and guidelines
- Stays on top of concurrent tasks and activities effectively
- Reports safety-related incidents and violations according to policy
- Follows tasks through to completion



Operator Job Model

Leading	Active Communication	Interpersonal Dynamics	Making Decisions	Solving Problems	Managing Processes	Self-Management
Leadership Maturity	Influence and Persuasion	Interpersonal Sensitivity	Deliberative Decision Making	Creativity and Innovation	Quality Focus	Composure and Resiliency
Leadership Communication	Conflict Management	Helpfulness	Decisiveness	Analytical Thinking	Compliance	Generating and Expressing Enthusiasm
Driving Results	Negotiating	Service Focus	Strategic Thinking	Learning Agility	Response Orientation	Strength of Conviction
Leading Change	Active Listening	Relationship Building	Organizational Citizenship	Scientific Acumen	Safety Focus	Achievement Motivation and Perseverance
Managing Innovation	Communicating	Collaboration and Teamwork	Information Seeking	Business Acumen	Process Management	Self-Awareness
Managing Quality	Instructing	Organizational Savvy			Time Management	Adaptability
Team Building		Global Mindset			Planning and Priority Setting	Initiating Action
Coaching and Developing Others					Organizing and Documenting Information	Accountability
Delegating					Applying Standard Practices	Professionalism
Fact-Based Management						Continuous Learning
Strategic Talent Management						Extended Task Focus
Directing						Comfort with Ambiguity