

Job Class Profile: Custodial Supervisor**Pay Level: CG-23 Point Band: 388-421**

| Factor | Knowledge | Interpersonal Skills | Physical Effort | Concentration | Complexity | Accountability & Decision Making | Impact | Development and Leadership | Environmental Working Conditions | Total Points |
|--------|-----------|----------------------|-----------------|---------------|------------|----------------------------------|--------|----------------------------|----------------------------------|--------------|
| Rating | 1 | 2 | 3 | 3 | 2 | 3 | 2 | 4 | 3 | |
| Points | 47 | 33 | 19 | 14 | 60 | 65 | 41 | 86 | 32 | 397 |

JOB SUMMARY

The Custodial Supervisor is primarily responsible for planning, scheduling, supervising and participating in the custodial care of an institution or public building and surrounding grounds.

Key and Periodic Activities

- Supervises and trains staff engaged in cleaning duties such as sweeping, mopping and scrubbing floors, cleaning and disinfecting washrooms and interior surfaces such as sinks, mirrors, handrails, door knobs, etc., vacuuming, stripping and waxing floors and dusting furniture.
- Requisitions janitorial supplies; maintains records; distributes supplies to staff; controls and accounts for stock; checks on use of supplies and equipment.
- Obtains reports from custodial workers relating to vandalism of equipment or facility; minor maintenance requirements or other matters.
- Oversees staff in the performance of grounds maintenance which includes picking up litter, mowing grass and trimming hedges; security of building and monitoring of site for safety hazards; snow clearing and ice control for emergency exit doors, entrances and steps; seasonal clean-up and maintenance activities such as painting buildings, fences and picnic tables and winterizing plumbing; cleaning of carpets and windows.
- Performs more specialized tasks such as stripping and resurfacing of gym floors.
- Provides information and acts as a guide to visitors.

SKILL**Knowledge****General and Specific Knowledge:**

- Knowledge of work procedures and emergency protocols.
- Knowledge of building maintenance, cleaning practices, equipment and supplies.
- Knowledge of WHMIS legislation pertaining to the safe storage of supplies.
- Knowledge of First Aid.
- Basic knowledge of plumbing and carpentry.

Formal Education and/or Certification(s):

- Minimum: High School Diploma.
- **Years of Experience:**
- Minimum: 3 – 4 years experience of a supervisory nature in custodial work and maintenance repair.

Competencies:

- Ability to supervise staff.
- Ability to operate and repair tools and equipment.

Interpersonal Skills

- Interpersonal/communication skills includes providing work assignments and routine information to staff; listening to information and asking questions in order to carry out assigned tasks; and dealing with the general public.
- The most significant contacts are staff (in the assignment of duties and to discuss any issues that may arise); supervisor (to discuss status of work and other issues); and co-workers (provide help in solving a problem or issue). May also have significant contact with students and/or general public.

EFFORT

Physical Effort

- The demands of the job occasionally result in considerable fatigue, requiring periods of rest.
- Lifting or moving objects up to 50 lbs., such as equipment/machinery is performed occasionally. Other items such as bags of garbage, boxes of paper, cartons of cleaning supplies, furniture and snow regularly require lifting.
- Occasionally, there is a requirement to work in awkward or cramped positions or body movements when retrieving litter or cleaning in confined spaces.
- Manual or physical activities include a regular requirement to use gross motor skills.

Concentration

- **Visual** concentration or alertness is occasionally required as a result of operating cleaning equipment to ensure the safety of others.
- **Auditory** concentration or strain is experienced occasionally when operating loud machinery such as floor stripping or resurfacing equipment.
- **Alertness** and concentration are required when using cleaning chemicals to ensure proper and safe handling of the product. **Higher than normal levels of attentiveness and or alertness for the health and safety of others** is required constantly when operating equipment such as a lawnmower, snow blower, auto scrubber and floor buffers.
- **Time pressures and deadlines** are experienced on a regular basis as cleaning and maintenance work must be completed daily to ensure building can reopen the next day and work requires ensuring supplies are available and distributed to staff. **Interruptions** can occur as a result of equipment malfunction.
- **Exact results and precision** are required when performing tasks such as mixing chemicals to exact ratio and when applying products such as wax stripper to ensure proper proportions are applied.

Complexity

- Work involves supervising the performance of cleaning and maintenance work of buildings and grounds as well as some administrative work which includes well defined tasks and activities that are similar/related in terms of the skills and knowledge used.
- A typical problem may be equipment malfunction and ensuring tasks are assigned and monitoring of work to ensure completion in accordance with standards.
- Reference material to assist in addressing problems, challenges and issues include machinery manuals, reference handbook, advice and assistance from co-workers, supervisor, Trades Workers, and/or Occupational Health and Safety Committee Members, WHMIS manual.

RESPONSIBILITY**Accountability and Decision-Making**

- Work tasks and activities are governed by policies and procedures of the organization and standard cleaning and custodial procedures.
- Discretion and independence of action is exercised when assigning work and prioritizing daily tasks and activities.

Impact

- Work results can have a positive impact within the immediate work area, department, organization and the general public when buildings are cleaned and maintained properly.
- Resources such as equipment, finances, facilities, health and safety and corporate image can be impacted as properly maintained equipment will result in the equipment lasting longer and reduce repair/replacement costs.
- Mistakes or errors such as garbage or wet floors can cause a slip and fall and result in health and safety issues and improperly maintained equipment can result in increased repair/replacement costs.
- Errors are typically identified and resolved within hours of problem identification. Work tasks and activities are guided by written procedures.

Development and Leadership of Others

- Responsible for supervision of a small size work group (1 to 4 employees).

WORKING CONDITIONS**Environmental Working Conditions**

- There is an occasional requirement to wear safety equipment such as hard hat, goggles, ear/eye protection, masks, gloves and harness when performing cleaning tasks and working with chemicals.
- The likelihood of injury or illness resulting from hazards in the job is limited.
- Occasionally exposed to dirt, dust, filth or garbage in the performance of daily activities. There is an occasional exposure to bodily fluids and waste when cleaning washrooms, odours and wet or slippery floors from spills or water from footwear, vibration from equipment, hazardous chemicals, toxic or poisonous substances, sharp objects such as utility knives, heavy machinery including snow blower, lawn mower, auto scrubber and floor buffers and adverse weather

conditions when removing snow from entrances and emergency exits.