

Job Class Profile: Custodial Worker

Pay Level: CG-19 **Point Band:** 292-315

Factor	Knowledge	Interpersonal Skills	Physical Effort	Concentration	Complexity	Accountability & Decision Making	Impact	Development and Leadership	Environmental Working Conditions	Total Points
Rating	1	2	4	2	1	2	2	1	5	
Points	47	33	25	10	30	43	41	21	54	304

JOB SUMMARY

The Custodial Worker is primarily responsible for performing cleaning and maintenance work of buildings and grounds and for ensuring security of buildings.

Key and Periodic Activities

- Performs 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, waxing floors and dusting furniture.
- Collects and disposes garbage.
- Monitors and replenishes washroom supplies.
- Performs ground maintenance which includes picking up litter, mowing grass and trimming hedges.
- Ensures security of building, monitors site for safety hazards and corrects deficiencies.
- Performs snow clearing and ice control for emergency exit doors, entrances and steps.
- Performs seasonal clean-up and maintenance activities such as painting buildings, fences and picnic tables and winterizing plumbing, etc.
- Maintains and checks equipment such as fire alarms/extinguishers, lawn mowers, etc.
- Performs emergency maintenance and repair work when required.
- Maintains inventory of cleaning supplies and requisitions additional supplies when required.
- Cleans carpets and windows.

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: Some experience in custodial work or in minor maintenance repair.

Competencies:

- Ability to follow basic instructions and work processes.

- Ability to operate and repair tools and equipment.

Interpersonal Skills

- Interpersonal/communication skills used by employees include listening to information and asking questions in order to carry out assigned tasks and providing routine information to other staff, students or general public.

- The most significant contacts are the supervisor, co-workers and maintenance staff to obtain information, supplies, tools, equipment and/or advice or help to solve 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 less than 10 lbs., is a constant requirement and lifting or moving objects over 50 lbs. is performed occasionally. Objects can include bags of garbage, boxes of paper, cartons of cleaning supplies, furniture and snow.

- Work requires constant standing and/or walking when conducting ground patrols and mopping and sweeping floors. 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. Occasionally required to use hand tools and machinery or equipment.

Concentration

- **Visual** concentration or alertness is required on a regular basis when operating cleaning equipment to ensure the safety of others.

- **Auditory** concentration or strain is experienced occasionally when operating loud machinery such as a lawnmower.

- **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 occasionally as cleaning and maintenance work must be completed daily to ensure building can reopen the next day. **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 performing cleaning and maintenance work of buildings and grounds 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.
- 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 is highly structured and approval is required for all deviations from assigned work.
- Discretion and independence of action is exercised when 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

- Not responsible for the supervision of staff.
- May occasionally provided advice or guidance to others.

WORKING CONDITIONS**Environmental Working Conditions**

- There is a requirement to wear safety boots at all times. Other safety equipment such as hard hat, goggles, ear/eye protection, masks, gloves and harness are required when performing cleaning tasks and working with chemicals.
- The likelihood of injury or illness resulting from hazards in the job is limited.
- Constantly exposed to dirt, dust, filth or garbage in the performance of daily activities. There is regular exposure to bodily fluids and waste when cleaning washrooms, odours and wet or slippery floors from spills or water from footwear. Occasionally, can be exposed to 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.

