

Job Class Profile: Utility Worker II**Pay Level: CG-22 Point Band: 364-387**

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	2	2	2	3	6	
Points	47	33	25	10	60	43	41	64	64	387

JOB SUMMARY

The Utility Worker II is responsible for supervising, directing, scheduling and participating in the cleaning, security and maintenance of public buildings (i.e. hospitals & schools).

Key and Periodic Activities:

- Supervises, directs and schedules employees in cleaning, security and maintenance activities.
- Orders supplies and ensures the storeroom is adequately stocked with housekeeping supplies.
- Oversees facility security.
- Cleans interior of facilities and buildings (i.e. mopping of floors, and the cleaning of washrooms, classrooms, offices, windows, stairwells, cafeterias, baseboards, public waiting areas and staff lounges, handrails, etc.).
- Operates equipment such as buffers, carpet extractors, and automatic floor scrubbers to maintain floor care. Cleans, strips, buffs, and waxes all floors and vacuums carpets.
- Collects and disposes of garbage.
- Performs facility and equipment maintenance (i.e. wheelchair repairs, snow blower repair, oils door hinges, replaces light bulbs, locker repairs).
- Maintains the grounds and premises in the summer (i.e. mows grass, trims hedges, sweeps and cleans walkways and curbs).
- Maintains the grounds in the winter (i.e. shovels snow or operates a snow blower, monitors ice control, spreads salt/sand on walkways and parking lots).
- Moves furniture and sets up rooms for functions.

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

- Policies and Procedures
- Cleaning practices, equipment and supplies
- WHMIS
- Security Procedures
- Safe Work Practices and Procedures

Formal Education and/or Certification(s):

- Minimum: High School Diploma.

Years of Experience:

- Minimum: Less than 1 year experience.

Competencies:

- Ability to plan, organize, direct and control work activities
- Ability to operate and maintain a variety of tools, scrubbing machines and related equipment.

Interpersonal Skills

- A range of interpersonal skills include listening to information from supervisor and asking questions to ensure understanding of assigned tasks and providing routine information to other employees, students or the general public, etc.
- The most significant daily contacts are with employees in the performance of daily work activities, manager/supervisor for advice and guidance and with people within the facility such as employees/clients/patients/residents/general public/visitors/students/ teachers etc.

EFFORT

Physical Effort

- The demands of the job occasionally result in fatigue requiring periods of rest.
- Constantly required to lift objects less than 10 lbs and to regularly lift objects up to 50 lbs. Occasionally lifts objects over 50 lbs. (Examples of lifting: lifting large bags of garbage, shovelling snow, moving large items of furniture such as desks/cabinets, lifting and emptying water pail when cleaning floors, stocking supplies, etc.)
- Walking and standing are a regular requirement.
- Regular use of hand tools requiring control and steadiness, gross motor skills requiring controlled movement, and climbing.
- Examples of physical demands in the position include mopping floors, using floor buffer/scrubber, use of lawn mower/snow blower, pushing carts of supplies, climbing ladders for maintenance of building, lifting supplies, etc.

Concentration

- **Visual** concentration is required when operating machinery, performing security duties, cleaning floors/windows/etc., or when performing inspections to ensure no safety hazards exist.
- **Auditory** concentration is required when listening for water leaks in walls, using loud equipment such as the auto scrubber or snow blower, mechanical noise in the boiler room.
- **Alertness to health and safety of others** is required when using wet floor signs while mopping floors, ensuring walkways are cleared of snow and ice, appropriate notices posted when doing repair work, lifting or moving large pieces of furniture.
- **Interruptions** occur when called to clean public areas that may be a risk of injury to others such as a spill on the floor or bodily fluids, urgent issues to address such as overflowing sinks/toilets.
- **Lack of control over the work pace** occurs during the winter when the weather can affect the work pace as the priority in snow storms is clearing of snow from walkways and entrances, and salting walkways.
- **Eye/hand coordination** is required when operating floor scrubber/buffer, snow blower, lawn mower, and using tools.
- **Exact results or precision** is required when cleaning of biomedical waste storage units, cleaning of bodily fluids from surfaces, use of chemicals and solutions, ensuring high standard

of cleanliness, or disinfecting equipment.

Complexity

- Tasks and activities are similar and related and require working within well established methods and procedures.
- The most typical challenges required to resolve include malfunctioning equipment, determining location of leaks (inside walls), and scheduling/prioritizing work to ensure it is completed during a shift.
- When addressing challenges/problems/issues can reference the policies and procedures manuals or seek advice/guidance from supervisor.

RESPONSIBILITY

Accountability and Decision-Making

- Work tasks are generally prescribed and controlled and works with some independence of operation.
- Discretion and independence of action can be exercised when scheduling and directing employees in daily activities, in determining what materials or cleaning supplies need to be ordered and when dealing with emergency situations.

Impact

- Work results can have a positive impact on the immediate work area, the department, outside the department, outside the organization and on staff/patients/students/public/etc as well as on equipment and health and safety when the facilities are maintained properly.
- Unsanitary conditions or inappropriate storage of cleaning supplies and chemicals can result in health and safety issues on the occupants of the facility, increase financial costs and have a negative impact on the corporate image.
- Errors are typically identified and resolved within hours of problem identification. Work tasks and activities are guided by policies and procedures.

Development and Leadership of Others

- Typically responsible for providing lead direction to lower level utility/domestic workers which includes scheduling, assigning or coordinating work.

WORKING CONDITIONS

Environmental Working Conditions

- There is a requirement to wear safety equipment such as steel toe boots, safety goggles, gloves, mask, etc. at various times depending upon the duty being performed and in accordance with safety procedures and WHMIS guidelines.
- The likelihood of injury or illness resulting from hazards in the job is limited.
- There is constant exposure to dust/dirt/filth or garbage and wet or slippery surfaces.
- Exposure to hazardous chemicals, toxic substances, bodily fluids, infectious disease, heavy machinery or equipment, temperature extremes, adverse weather, and dangerous heights are also experienced in this environment.
- Examples of exposure to environmental working conditions: When cleaning or when lifting/removing garbage staff can be exposed to bodily fluids, sharp objects, biomedical waste. Cleaning supplies, drain cleaners, floor finishes contain hazardous chemicals and toxic

substances. Adverse weather exposure occurs when delivering supplies, clearing snow, maintaining grounds, and mowing grass. Dangerous heights include working on ladders to change lights, cleaning windows or other high surfaces in buildings, assisting trades personnel in repairs such as in ceilings.