

Job Title:	Custodian
Grade:	9
Division/Department:	Facilities, Housekeeping
Reports to (title):	Manager, Facilities
Date of completion:	October 17, 2024

General Accountability:

Reporting to the Manager, Facilities, the incumbent is a member of the Facilities Management team, who work closely together to ensure that each resident/guest/employee receives a clean, safe, secure, comfortable and fully maintained environment.

The incumbent is ultimately responsible to provide and maintain a high standard of cleanliness and is required to work independently with routine duties and must also effectively work in a team to assist with common tasks and special assignments. The incumbent must offer strong verbal and written communication skills and is expected to interact in a professional and courteous manner.

The Custodian is a frontline position requiring the incumbent to work in a student residential and office environment. As such, various accommodations are often required in order to provide excellent service. For example: adjusting cleaning schedules/tasks to meet residents'/guests'/employees' needs for privacy and timelines and/or adjusting cleaning schedules/tasks to minimize disruption to residents/guests/employees, whenever possible.

All tasks are to be performed as scheduled or prioritized in accordance with the Department's standards of cleanliness and service. Additionally, the incumbent will represent Renison in a manner consistent with the values, goals, and strategic directions of the University College.

Key Accountabilities:

PRODUCTION

- Clean and maintain assigned work area in accordance with detailed cleaning schedule which includes dry and wet mopping, vacuuming and carpet cleaning, cleaning stairwells, windows, washrooms, common areas, and garbage rooms.
- Re-stock assigned work areas as required and deliver supplies to all floors within assigned area.
- Move appliances (washers, dryers, fridges, stoves) and furniture for cleaning purposes and when time permits if assistance is needed by Facilities Maintenance
- Clean vacant units and perform end-of-term cleaning in accordance with detailed cleaning schedule.
- Clean up after mechanical breakdowns (overflowing sinks, sewage backups, etc.)
- Remove recycled material and garbage from all floors to outside bins.
- Report maintenance and repairs in common areas to the Manager.

- Maintain cleaning equipment in a condition of good repair and report all required repairs to the Manager.
- Move furniture (tables, chairs, appliances, stage sections) and equipment (carpet extractors, audio visual) and perform meeting room set-ups. These tasks mainly take place during conference seasons but are required at different times of the year.

CUSTOMER SERVICE

- Develop and maintain productive working relationships with co-workers, including contract cleaning staff and all other Facilities and Residence staff to ensure the optimal delivery of cleaning services.
- ensure confidentiality and security of guest rooms.
- demonstrate patience, attentiveness, and time management in the provision of superior customer service.

HEALTH AND SAFETY

- familiarity with, and adherence to, OHSA, WHMIS
- follow all company safety and security procedures
- Undertake and maintain all related training or certification

Qualifications:

Education:

- Completion of the OSSD (Ontario Secondary School Diploma) or equivalent
- Proficient knowledge in standard cleaning procedures, chemicals, products and equipment
- Knowledge of the Workplace Hazardous Materials Information System

Experience:

- Minimum of 2 years' experience performing light custodial work, ideally in a post-secondary residence setting. Experience with heavy custodial work is an asset.
- Excellent customer service and listening skills
- Strong attention to detail, reliable and honest
- High energy with the ability to work under pressure
- Demonstrated collaborative abilities
- Demonstrated ability to work as part of a team and independently with minimal supervision
- Effective problem solving skills and an ability to work in an accommodating environment
- Proven time management and organizational skills
- Strong verbal and written communication skills including the ability to read and understand labels (Safety Data Sheets) and instructions, particularly on the use and application of cleaning chemicals and products
- Cultural awareness and sensitivity

Working conditions:

Physical Effort

Work activities require intermediate periods of moderate physical effort. Activities typically require various muscle movements with frequent requirement for speed and coordination. Examples include working in awkward positions (up to 50% of time), regularly climbing ladders or lifting medium weight objects.

Physical Environment

Works in an environment with frequent exposure to unpleasant conditions. There may be occasional exposure to health or accident hazards that may result in accidents that cause discomfort for a short period of time.

Sensory Attention

Work activities involve need to concentrate on a variety of sensory inputs for intermediate durations at a time, requiring close attention several times daily. If sensory activities are interrupted, time is required to backtrack to resume activities. The need for detailed or precise work is moderate.

Mental Stress

Work activities are performed in an environment with occasional exposure to one or more mental pressures. The mental stress would not be noticeably disruptive to the work, nor would the unpleasant reaction be too strong or persistent.