

JOB DESCRIPTION

Position Information	
Job Title	Janitor
Job Grade	

Structural Information	
Department	Maintenance
Division	Janitorial
Reports to	Lead Hand, Maintenance

Position of Job					
<input checked="" type="checkbox"/> Operational	<input type="checkbox"/> Specialist	<input type="checkbox"/> Supervisor	<input type="checkbox"/> Middle Management/ Specialist	<input type="checkbox"/> Senior Management	<input type="checkbox"/> Top Management

Person Requirements	
Qualifications:	Grade 12 diploma or equivalent.
<input type="checkbox"/> AND / <input checked="" type="checkbox"/> OR	
Minimum Experience Required:	<ul style="list-style-type: none">A minimum of 3 years experience in a janitorial capacity.

Core Competencies

Knowledge	Skills	Attributes
<ul style="list-style-type: none"> • Janitorial equipment • WHMIS • Fire extinguisher training • CPR and First Aid • Cleaning products and procedures • BWBC policies, procedures and Health & Safety legislation 	<ul style="list-style-type: none"> • Interactive communication • Multi tasking • Relationship building • Time management 	<ul style="list-style-type: none"> • Client focus • Sound judgment (common sense) initiative • Team work • Respectful • Reliable • Quality minded • Approachable • Integrity • Achievement oriented • Mechanical aptitude • Attention to detail

Special Requirements/Contextual Variables

Dimensions:

- Assigned areas must be kept clean to meet BWBC standards.
- Responsible for following BWBC Policies and Procedures and applicable legislation for their personal health and safety.
- Interacts with all employees, tenants and general public.
- Using hands and arms in handling, installing, positioning, and moving materials, and manipulating things
- Communicating with Supervisors, Peers, or Subordinates

Physical Effort:

☐ Minimal

☒ Moderate

☐ Rigorous

- Extensive walking and standing.
- Lifting and carrying supplies, equipment and garbage.
- Climbing stairs
- Occasionally shovel sidewalks in winter.
- Moving of appliances to clean behind and some furniture and cabinets – very heavy sometimes.
- Performing physical activities that require considerable use of arms and legs and moving the whole body, such as climbing, lifting, balancing, walking, stooping, and handling of materials.

Physical Environment:

☐ Minimal

☒ Moderate

☐ Rigorous

- Relatively pleasant office working environment.
- Majority of time spent inside, balance is spent walking from building to building.
- Exposed to odours, dust, dirt.
- Handling garbage including carrying and dispensing of chemicals.

Sensory Attention:

☒ Minimal

☐ Moderate

☐ Rigorous

- Some visual demands.
- Manual dexterity for operating equipment.
- Using hands and arms in handling, installing, positioning, and moving materials, and manipulating things
- Observing, receiving, and otherwise obtaining information from all relevant sources.

Mental Stress:

☒ Minimal

☐ Moderate

☐ Rigorous

- This position deals with constant interruptions to respond to requests from a variety of sources
- Deal with repetition of tasks.
- Meet job deadlines.
- Extreme weather conditions
- Disobliging tenants
- Having to shut down the elevator to vacuum carpets
- Difficult to remove staples from carpets
- Some types of floor covering not suited for long term cleaning
- Lack of replacement parts for industrial equipment
- Clients that eat sunflower seeds and spit out husks all over the place (inconsiderate clients)
- Un-hygienic practices in public washrooms
- Unreasonable requests from customers
- Language barriers
- Trying to please discontented people
- Lack of knowledge to troubleshoot broken equipment
- Lack of mechanical proficiency
- When expected to use substituted products that are less effective
- Trying to clear walkways amid pedestrian traffic
- Blizzard conditions
- Locating equipment
- Running out of salt

Job Content

Core Description: To contribute to the realization of BWBC's overall mission to make our customers' gateway experience safe, efficient and enjoyable by maintaining clean working environments, buildings, facilities and surrounding areas.

OUTPUTS	Sub-Outputs	Quality requirements	Quality Indicators	Range Variables
1. Maintained Clean Premises	<ul style="list-style-type: none"> • Prepare cart and replenish cleaning supplies • Organize, Plan, and Prioritize Work • Perform cleaning routine <ul style="list-style-type: none"> ➢ Vacuum carpets ➢ Wash windows ➢ Gather and empty trash. ➢ Strip, seal, finish, and polish floors. ➢ Sweep, mop, scrub and wax hallways, floors and stairs ➢ Service, clean, and supply washrooms . ➢ Dust furniture, walls, machines, and equipment. ➢ Clean and polish furniture and fixtures. ➢ Clean windows, glass partitions, and mirrors, using soapy water or other cleaners, sponges, and squeegees • Move heavy furniture, equipment, and supplies manually 	<ul style="list-style-type: none"> • If stakeholder activities were taken into account during planning and prioritization (e.g. not to clean booths when traffic volumes are high) • Allowed flexibility in the execution of tasks to cause least amount of disruption to tenants and employees. • Consistent with BWBC policies, procedures and applicable legislation • Within allocated time frame • If washrooms and fixtures were disinfected when cleaned • Followed procedures for the use of chemical cleaners and power equipment, in order to prevent damage to floors and fixtures • Mix water and detergents or acids in containers to prepare cleaning solutions, according to specifications. • If the appropriate cleaning material and equipment was used • Tasks were executed 	<ul style="list-style-type: none"> • Observed areas • Feedback from stakeholders • Dust free surfaces • Clean floors/carpets 	Washrooms Offices Kitchens Hallways Stairs Elevators Toll booths CBSA booths Walkways Windows Window sills Board Rooms CFIA pens

	<ul style="list-style-type: none"> • Clean equipment after use • Return cart and cleaning supplies • Ensure janitorial room is clean and tidy at end of shift 	consistent with strict hygiene control and best practice principles to prevent cross contamination		
OUTPUTS	Sub-Outputs	Quality requirements	Quality Indicators	Range Variables
2. Managed Waste Disposal	<ul style="list-style-type: none"> • Collect waste • Replace garbage bags • Clean container, if necessary • Sort and separate recyclables • Haul waste and dispose in compactor 	<ul style="list-style-type: none"> • Consistent with BWBC policies, procedures and applicable legislation • Within allocated time frame • Ensured that compactor was not full • Ensure that there is no residue, leakage or foul odours when garbage is hauled • Change bags frequently • Duties performed consistent with customer needs • If all scraps, dirt, heavy debris was removed 	<ul style="list-style-type: none"> • Feedback from stakeholders • Visual inspection • Garbage bins not overflowing • Odour free environment 	<ul style="list-style-type: none"> • Garbage • Paper • Cardboard • Animal waste • Human waste • Recyclable material • E-waste • Batteries • Liquid waste
OUTPUTS	Sub-Outputs	Quality requirements	Quality Indicators	Range Variables
3. Provided Customer Service	<ul style="list-style-type: none"> • Receive and analyze request • Respond to customer need • Direct to relevant stakeholder or provide necessary information 	<ul style="list-style-type: none"> • Followed up with customer to confirm customer satisfaction • Need was accurately assessed • Consistent with BWBC policies, procedures and applicable legislation • Within allocated time frame • Consistently tried to exceed customer expectations 	<ul style="list-style-type: none"> • Feedback from customer, co-workers or management • # of customer complaints 	<ul style="list-style-type: none"> • Directions • Information • Broker complaints
OUTPUTS	Sub-Outputs	Quality requirements	Quality Indicators	Range Variables
4. Cleared Walkways	<ul style="list-style-type: none"> • Assess need • Organize, plan, and prioritize 	<ul style="list-style-type: none"> • If appropriate personal protective gear was worn 	<ul style="list-style-type: none"> • Clear walkways • Free from ice 	<ul style="list-style-type: none"> • Entrance ways and walkways

	process and procedure <ul style="list-style-type: none"> Remove snow from sidewalks, entrance ways, and parking areas, using, snow blowers, and snow shovels, and spread snow melting chemicals. Monitor weather conditions and walkways 	<ul style="list-style-type: none"> Priorities resulted in clear entrances and walkways where the most pedestrian traffic was Consistent with BWBC policies, procedures and applicable legislation Within allocated time frame Snow removal and salting procedure was successful in preventing accidents and injuries Provided safe passage for all pedestrians 	<ul style="list-style-type: none"> Reduced slipping hazard # slipping incidents Feedback from customers and management 	<ul style="list-style-type: none"> Snow removal and salting
OUTPUTS	Sub-Outputs	Quality requirements	Quality Indicators	Range Variables
5. Performed Miscellaneous Duties	<ul style="list-style-type: none"> Observe equipment failure Troubleshoot problem Disassemble item to identify problem Make adjustments and minor repairs to industrial cleaning equipment Resolve problem or seek assistance Refer to relevant department Notify manager concerning the need for major repairs or additions to building operating systems. 	<ul style="list-style-type: none"> Inspected equipment or materials to identify the cause of errors or other problems or defects. Consistent with BWBC policies, procedures and applicable legislation Within allocated time frame Have sufficient knowledge about equipment before attempting to provide solution approached knowledgeable co-worker to assist If protocol and safety regulations were followed at all times 	<ul style="list-style-type: none"> Fully operational equipment Feedback from stakeholders 	<ul style="list-style-type: none"> Maintenance on cleaning equipment Change light bulbs in old building Repair automated soap dispensers and faucets, toilet handles Repair floor scrubber All minor maintenance repairs
OUTPUTS	Sub-Outputs	Quality requirements	Quality Indicators	Range Variables
6. Monitored Inventory Levels	<ul style="list-style-type: none"> Stock washrooms Replenish closet stock Record usage 	<ul style="list-style-type: none"> Consistent with BWBC policies, procedures and applicable legislation Within allocated time frame 	<ul style="list-style-type: none"> Satisfactory inventory levels Correct products in stock Feedback 	<ul style="list-style-type: none"> Cleaning products Bathroom tissue Soap

	<ul style="list-style-type: none">• Report low inventory levels	<ul style="list-style-type: none">• If proactive procedure avoided stock shortages• Were knowledgeable about what products to order for greater efficiency• Liaise with sales representative about ordering correct product• Requisitioned supplies and equipment needed for cleaning and maintenance duties before stock was depleted	<ul style="list-style-type: none">• Updated records	<ul style="list-style-type: none">• Garbage bags• Mop heads• Industrial equipment
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