

[5] ENVIRONMENTAL SERVICES

INDEX OF
COMMUNITY SUBSECTOR - ENVIRONMENTAL SERVICES BENCHMARKS

[5] ENVIRONMENTAL SERVICES

<u>BENCHMARK TITLE</u>	<u>HSCIS CODE</u>	<u>INDEX #</u>
Custodian/Security Attendant	80350	5-1
Housekeeper	80300	5-2
Maintenance Worker	80400	5-3
Residence Building Attendant	80410	5-4

BENCHMARK
Custodian/Security
Attendant

COMMUNITY SUBSECTOR COLLECTIVE AGREEMENT

CLASSIFICATION GRID: 4

BENCHMARK TITLE: CUSTODIAN/SECURITY ATTENDANT

BENCHMARK NUMBER: 80350

JOB FAMILY: ENVIRONMENTAL SERVICES

SCOPE AND LEVEL DEFINITION

Performs security duties such as patrolling buildings and grounds and enforcing facility regulations, and/or performs basic maintenance and repair duties.

TYPICAL FUNCTIONS AND RESPONSIBILITIES

1. Performs security duties for the facility such as patrolling buildings and grounds, checking that doors and windows are secure, escorting unwelcome visitors out of the building, testing safety equipment, directing fire drills, and obtaining appropriate services in emergencies.
2. Observes client behaviour, investigates and handles disturbances, deals with client emergencies in accordance with guidelines, and reports incidents to appropriate staff or authorities.
3. Performs basic maintenance and repair work such as unplugging sinks and toilets, filling nail holes, touching up paint, checking oil and fluid levels, and replacing tap washers, light bulbs, fluorescent tubes, and door handles. Notifies supervisor of major repair and maintenance requirements, and contacts external contractors and tradespeople to obtain quotes as required.
4. Cleans external areas such as entranceways, sidewalks, and parking lots using manual and power brooms, rakes, shovels, and other equipment to remove dirt, leaves, snow, and other refuse. Performs minor gardening and lawn maintenance tasks such as mowing, weeding, pruning, and watering.
5. Cleans, washes, and disinfects building areas such as walls, windows, ceilings, floors, carpets, air vents, furniture, mattresses, blinds, and washrooms by methods such as dusting, polishing, vacuuming, sweeping, wet mopping, shampooing, waxing, and buffing, using various manual and power cleaning equipment.
6. Monitors maintenance and housekeeping supplies. Places purchase orders with external suppliers, receives supplies, checks invoices against orders and goods received, stores and distributes supplies, and contacts suppliers to obtain and provide general information.
7. Provides clients with basic information related to the building. Explains clients' responsibilities for duty assignments, provides direction, and monitors and assists clients with chores.
8. Collects and removes garbage and recyclable materials, and ensures the safe disposal of hazardous waste.

COMMUNITY SUBSECTOR COLLECTIVE AGREEMENT

9. Transports equipment, furniture, and supplies manually and/or using aides such as dollies and carts. Arranges furniture for special events.
10. Completes and maintains related records and documentation such as maintenance logs and security incident reports.
11. Performs other related duties as assigned.

QUALIFICATIONS

Typical Education, Training, and Experience

- Grade 12
- Certificate in First Aid
- Building Service Worker Certificate
- Recent, related experience of six months
Or an equivalent combination of education, training, and experience
Or other Qualifications determined to be reasonable and relevant to the level of work

Typical Skills and Abilities

- Ability to communicate effectively, both verbally and in writing
- Ability to deal with others effectively
- Physical ability to carry out the duties of the position
- Ability to operate related equipment
- Ability to organize work

CLASSIFICATION GRID: 3

BENCHMARK TITLE: HOUSEKEEPER

BENCHMARK NUMBER: 80300

JOB FAMILY: ENVIRONMENTAL SERVICES

SCOPE AND LEVEL DEFINITION

Performs housekeeping duties such as sweeping, mopping floors, vacuuming, dusting, laundry, and washing walls, windows, and ceilings.

TYPICAL FUNCTIONS AND RESPONSIBILITIES

1. Cleans, washes, and disinfects building areas such as walls, windows, ceilings, floors, carpets, air vents, furniture, mattresses, blinds, and washrooms by methods such as dusting, polishing, vacuuming, sweeping, wet mopping, shampooing, waxing, and buffing, using various manual and power cleaning equipment.
2. Maintains housekeeping equipment by cleaning and replacing items such as filter bags and mop heads. Reports unsafe and faulty equipment, fixtures, and furniture to supervisor. Ensures safe use and storage of all cleaning supplies, and maintains supply inventory and related records as required.
3. Provides clients with basic information related to the building. Explains clients' responsibilities for duty assignments, provides direction, and monitors and assists clients with chores.
4. Collects and removes garbage, and ensures the safe disposal of hazardous waste.
5. Transports equipment, furniture, and supplies manually and/or using aides such as dollies and carts. Arranges furniture for special events.
6. Performs laundry duties such as washing linens and clothing.
7. Cleans external areas such as entranceways and sidewalks by removing dirt, leaves, snow, and other refuse.
8. Completes and maintains related records and documentation such as logs and key registers.
9. Performs other related duties as assigned.

QUALIFICATIONS

Typical Education, Training, and Experience

- Grade 12
- Building Service Worker Certificate
Or an equivalent combination of education, training, and experience
Or other Qualifications determined to be reasonable and relevant to the level of work

Typical Skills and Abilities

- Ability to communicate effectively, both verbally and in writing
- Ability to deal with others effectively
- Physical ability to carry out the duties of the position
- Ability to operate related equipment
- Ability to organize work

CLASSIFICATION GRID: 5

BENCHMARK TITLE: MAINTENANCE WORKER

BENCHMARK NUMBER: 80400

JOB FAMILY: ENVIRONMENTAL SERVICES

SCOPE AND LEVEL DEFINITION

Performs maintenance and repairs related to buildings, grounds, and equipment, in one or more areas such as electrical, plumbing, painting, and groundskeeping.

TYPICAL FUNCTIONS AND RESPONSIBILITIES

1. Establishes, monitors, and carries out preventative maintenance procedures and schedules for buildings, equipment, and grounds. Ensures building and equipment meet all safety, security, and fire regulations and policies. Makes recommendations for major repairs and purchases to Supervisor.
2. Performs carpentry, electrical, painting, mechanical, and plumbing maintenance and repairs such as repairing furniture, constructing shelves, installing switches, replacing plugs and other basic appliance repairs, applying paint and other finishes, repairing drywall, disassembling and reassembling equipment, replacing sinks and toilets, and applying finishing material such as linoleum.
3. Monitors work performed by contractors, prepares estimates of labour and material costs, contacts external contractors and tradespeople to obtain quotes, and arranges for major repairs and maintenance work.
4. Collects and removes garbage and recyclable materials, and ensures the safe disposal of hazardous waste.
5. Cleans external areas such as entranceways, sidewalks, and parking lots using manual and power brooms, rakes, shovels, and other equipment to remove dirt, leaves, snow, and other refuse. Performs minor gardening and lawn maintenance tasks such as mowing, weeding, pruning, and watering.
6. Completes and maintains related records and documentation such as maintenance logs and security incident reports.
7. Transports equipment, furniture, and supplies manually and/or using aides such as dollies and carts. Arranges furniture for special events.
8. Monitors maintenance and housekeeping supplies. Places purchase orders with external suppliers, receives supplies, checks invoices against orders and goods received, stores and distributes supplies, and contacts suppliers to obtain and provide general information.

9. Provides clients with basic information related to the building. Explains clients' responsibilities for duty assignments, provides direction, and monitors and assists clients with chores.
10. Performs other related duties as assigned.

QUALIFICATIONS

Typical Education, Training, and Experience

- Grade 12
- Certificate in First Aid
- Recent, related experience of two years
Or an equivalent combination of education, training, and experience
Or other Qualifications determined to be reasonable and relevant to the level of work

Typical Skills and Abilities

- Ability to communicate effectively, both verbally and in writing
- Ability to deal with others effectively
- Physical ability to carry out the duties of the position
- Ability to operate related equipment
- Ability to plan, organize, and prioritize

BENCHMARK
Residence Building
Attendant

COMMUNITY SUBSECTOR COLLECTIVE AGREEMENT

CLASSIFICATION GRID: 5

BENCHMARK TITLE: RESIDENCE BUILDING ATTENDANT

BENCHMARK NUMBER: 80410

JOB FAMILY: ENVIRONMENTAL SERVICES

SCOPE AND LEVEL DEFINITION

Responsible for the administrative, maintenance, and security functions of apartments. May supervise work crews and/or provide direction to volunteers.

TYPICAL FUNCTIONS AND RESPONSIBILITIES

1. Performs administrative functions related to property management and landlord/tenant relations such as rent collection, security deposits, petty cash, bookkeeping functions, banking, and related record keeping.
2. Performs suite and building maintenance and repair functions such as dry wall repair, applying paint, and repairing and replacing appliance plugs, sinks, taps, toilet parts, range hoods, and light fixtures. Performs mechanical maintenance on equipment such as lawn mowers, weed eaters, and appliances by cleaning, greasing, oiling, and replacing broken and worn parts.
3. Interacts with clients, observes client behaviour, investigates and handles disturbances, deals with client emergencies in accordance with guidelines, and reports incidents to appropriate staff or authorities.
4. Assists in developing short- and long-term plans for items such as capital needs, servicing of equipment, landscaping, and grounds maintenance.
5. Makes recommendations regarding the property/maintenance budget, and monitors expenditures for property maintenance.
6. Maintains security of the property by performing duties such as patrolling buildings and grounds, checking that doors and windows in common areas are secure, escorting unwelcome visitors out of the building, testing safety equipment, directing fire drills, and obtaining appropriate services in emergencies.
7. Cleans external areas such as entranceways, sidewalks, and parking lots using manual and power brooms, rakes, shovels, and other equipment to remove dirt, leaves, snow, and other refuse. Performs minor gardening and lawn maintenance tasks such as mowing, weeding, pruning, and watering.

BENCHMARK
Residence Building
Attendant

COMMUNITY SUBSECTOR COLLECTIVE AGREEMENT

8. Provides instructions and supervision to work crews, and/or provides direction to volunteers. Monitors work performed by contractors, contacts external contractors and tradespeople to obtain quotes, and arranges for major repairs and maintenance.
9. Monitors maintenance and housekeeping supplies. Places purchase orders with external suppliers, receives supplies, checks invoices against orders and goods received, stores and distributes supplies, and contacts suppliers to obtain and provide general information.
10. Performs other related duties as assigned.

QUALIFICATIONS

Typical Education, Training, and Experience

- Grade 12
- Certificate in First Aid
- Building Manager (Residential) Certificate
- Recent, related experience of two years
Or an equivalent combination of education, training, and experience
Or other Qualifications determined to be reasonable and relevant to the level of work

Typical Skills and Abilities

- Ability to communicate effectively, both verbally and in writing
- Ability to deal with others effectively
- Physical ability to carry out the duties of the position
- Ability to operate related equipment
- Ability to plan, organize, and prioritize