

Custodial Services Manager

Organizational Overview

Peterborough Housing Corporation (PHC) is the largest single provider of community housing in the City and County of Peterborough. We provide rent-geared-to-income and affordable housing for seniors, single adults, and families, providing homes to over 4000 residents in our community. Our portfolio is a mix of high-rise apartments, townhomes, walk-up apartments, semi-detached homes, and quad-plexes. PHC employs approximately 42 committed and compassionate employees who provide support to the tenants.

Position Summary

Reporting to the Director of Operations, the Custodial Services Manager is responsible for the daily oversight of custodial operations across PHC owned and managed properties, ensuring that residential buildings, including common areas and commercial spaces, are clean, sanitary, and well-presented. This is achieved through the development and implementation of routine and deep cleaning schedules (daily, weekly, monthly, annually), the management of on-demand cleaning requests, and the supervision of staff and contracted custodial services to ensure high standards of cleanliness, health, and safety are consistently maintained.

The Custodial Services Manager is responsible for establishing and maintaining quality assurance standards to ensure consistent, high-quality cleaning across properties. This includes developing inspection protocols, conducting regular site audits, and monitoring service delivery to ensure compliance with health, safety, and cleanliness standards.

(Refer to Job Description for complete position summary)

Main Responsibilities

Integrated Cleaning Program: The Custodial Services Manager is responsible for developing, implementing and monitoring PHC's cleaning program for all properties through defined and established daily, weekly and monthly routines to align with and achieve high quality clearing standards.

Custodial Services Priorities: Using best practices, industry trends and available data, establishes short and long term priorities for the department ensuring legislative and regulatory compliance.

Contract Management: Responsible for procurement to secure third party vendors to support the achievement of the Facilities department service plan including identifying cost-effective opportunities to deliver the services.

Refuse Program: Develop, implement and monitor PHC's refuse program across all properties that supports proper waste segregation and recycling practices that promotes environmental sustainability and reduces landfill waste.

Life Systems: Ensures that the life safety equipment deployed at each PHC property is tested, checked and maintained in accordance with manufacturer specifications, including generators, emergency lighting systems, sprinklers and fire panels and supports emergency planning by ensuring fire watch and other safety protocols are implemented to ensure the safety of residents at all times.

Signage and Wayfinding: Assessing and implementing signage and wayfinding standards across all PHC properties that is in compliance with the Accessibility for Ontarians Disability Act, building codes and PHC directives.

Parking: Develop and implement parking control systems across properties, tailored to the specific layout, needs, and usage patterns of each site, maintaining consistent documentation, including establishing clear policies and procedures for parking allocation, including tenant, visitor, staff, and accessible parking spaces, ensuring equitable access and compliance with accessibility regulations.

Fleet Management: Responsible to have an established fleet management program to ensure that PHC vehicles are in good operating condition, have proper licensing, registration and insurance in place for their responsible use, including establishing standards for routine fleet maintenance and servicing.

Leadership and Supervision of Department Staff: Provides a supportive and positive work environment for a team of eighteen (18) full-time staff by effectively communicating clearly defined performance expectations, providing regular coaching, feedback and development opportunities and ensures adherence to PHC policies, directives and workplace practices.

Other:

- Due to the nature of this position, the Custodial Services Manager will be required to work in the field 70% of time and in office 30%. Due to the nature of the position, the Custodial Services Manager is not eligible for remote work agreements.
- Participates in the after-hours on-call program.

Required Qualifications

1. 3-year post-secondary Diploma of equivalent in project management, facilities management, custodial services, or building technology / trades.
2. Demonstrated knowledge of residential building requirements, including building codes, fire code, municipal by-laws and the ability to read blueprint and technical specifications.
3. Demonstrated ability to assess risk to property, self, others and implement mitigation strategies within the parameters of the position.
4. Proficiency in word processing, spreadsheet and database software applications.
5. Demonstrated knowledge of working within a skills trades' environment, and the Ontario Occupational Health & Safety Act.
6. 3 years' experience in managing / supervising staff in an unionized environment.
7. Demonstrated ability to develop and implement programs, that include set deliverables, performance objectives, monitoring and reporting.
8. Intermediate knowledge of project management.
9. Exceptional communication and interpersonal skills, with the ability to build relationships and effectively engage with staff at all levels.
10. Demonstrated ability to handle competing priorities and meet deadlines.
11. Demonstrated commitment to providing exception customer service, holding self and others to the highest standard to deliver quality services.
12. Respectful of others' diversity of opinions and perspectives.
13. A self-starter who consistently displays a positive, is confident, and approachable.
14. Valid driver's license, insurance, and access to a reliable vehicle.
15. Ability to travel as needed.
16. Acceptable Police and Vulnerable Sector check.

Application Information

Classification:	Non-Union Exempt	Competition Number:	06-2025
Salary Range:	\$67,977,21 – 94,413.36 (2025 rates), salary will undergo review in 2025		
Employment Status:	Permanent, Full-time - 35 hours per week		
Location:	PHC Administration Office, 526 McDonnell Street, Peterborough		

In addition to a competitive, PHC offers a comprehensive total rewards package designed to support employee health, well-being, and work-life balance, including:

- Three (3) weeks of paid annual vacation, increasing with years of service;
- Five (5) paid lieu days annually;
- Participation in the OMERS defined benefit pension plan, ensuring financial security for your future;
- Extended health and dental coverage, life insurance, and both short-term and long-term disability benefits. Additionally, PHC provides a Health Care Spending Account to help cover eligible health-related expenses;
- Employee Assistance Program (EAP) to support your mental and emotional well-being;
- Maternity leave top up program (93% of base salary); and
- Ongoing personal and professional development opportunities for our staff through training programs and wellness initiatives.

Qualified applicants are invited to submit one file containing a résumé and cover letter quoting file number **06-2025** on the file as well as in the subject line, no later than **4:00 p.m.** on **Thursday, April 24, 2025**, to [Human Resources](#).

In accordance with the Accessibility for Ontarians with Disabilities Act and the Ontario Human Rights Code, Peterborough Housing Corporation will work collaboratively and respectfully with you in all stages of the recruitment process and throughout your employment. If you require accommodation at any stage of the hiring process, please advise Human Resources.

The personal information submitted for employment is collected under the Freedom of Information and Protection of Privacy Act and will be used to determine eligibility for employment. We thank you for your application but advise that only those selected for an interview will be contacted.