

## Position Specification and Class Allocation

<b>Position Title: Building Custodian</b>	
<b>Location:</b> Peterborough Housing Corporation (PHC)	<b>Class Title and Code:</b> Group 2 – Maintenance
<b>No. of Positions:</b> Fifteen	<b>Immediate Supervisor's Title:</b> Custodial Services Manager
<b>PURPOSE OF POSITION</b>	
<p>Reporting to the Custodial Services Manager, custodians are responsible for a variety of duties including cleanliness of assigned buildings and spaces, general building maintenance, janitorial, grounds keeping and minor maintenance repairs as appropriate for-PHC properties. Custodians will possess excellent building and site maintenance skills and work well with people but is able to work independently. This self-starting person will be committed to the principles of customer service excellence. The applicant must have a working knowledge of the methods and practices sufficient to perform the work required in this position. Ability to follow instructions and to exercise tact and diplomacy is necessary.</p>	
<b>DUTIES &amp; RELATED TASKS</b>	
<p>Actively support, promote, and assist in implementing Peterborough Housing Corporation's (PHC) mission to provide and maintain quality, affordable housing in a safe, healthy, and secure community environment.</p> <p><b>Custodial Duties:</b></p> <ul style="list-style-type: none"> <li>• Conducting daily cleaning and janitorial runs of buildings and spaces to an acceptable condition.</li> <li>• Inspecting and assessing reported need for repairs to either occupied units or within a building operation system</li> <li>• Evaluating whether repairs can be completed internally or whether an external contractor may be required</li> <li>• Reporting on maintenance needs as required to the Building Services Manager</li> <li>• Ensuring all routine equipment and preventative maintenance schedules are performed.</li> <li>• Ensuring all daily, weekly &amp; monthly responsibilities are performed within the public areas of the buildings served</li> <li>• Sweep and mop floors and vacuum carpets</li> <li>• Wash and sanitize toilets, sinks, and restock disposables</li> <li>• Summer and winter maintenance of grounds including lawns, trees, shrubs, planting beds and all snow removal as appropriate</li> <li>• Ensuring minor maintenance repairs are performed within the buildings served</li> <li>• Ensuring general responsibilities are carried out in a routine fashion, compliant with a standard acceptable to the Peterborough Housing Corporation</li> <li>• Reporting any instances of vandalism, any suspected abuse victims or unusual circumstances to Building Services Manager</li> <li>• Securing all necessary materials needed for routine maintenance of building</li> <li>• Ensure safe working practices are followed</li> <li>• General responsibilities include a variety of custodial duties &amp; the performance of minor maintenance repairs</li> <li>• Showing vacant units to prospective tenants</li> <li>• Assisting tenants in the event of a fire alarm occurring</li> </ul>	

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- Ensuring general security measures are in place
- Reporting tenant complaints to Manager
- Maintaining records of tests & inspections including the Fire Logbook
- Preparing units for new occupancies
- Performing all janitorial duties required to maintain the interior public areas of the buildings in an acceptable condition
- Performing assigned duties involving minor carpentry, painting, lock changes, and investigation of plumbing, electrical and heating repair needs
- Ensuring garbage / recycling disposal is ready for pick up
- Submitting supply orders as appropriate
- Follow all necessary health and safety requirements to ensure safety of self and others
- Posting notifications in buildings and spaces as required.
- Carrying out scheduled water testing at both locations as per the regulations set out by the Ministry of Environment **(two positions of the eleven)**
- Other duties as required.

### General Duties:

- Attend all work-related meetings
- Update skills as required
- Ensure WHIMIS requirements are met, adhere to asbestos management plan
- Follow all necessary health and safety requirements to ensure safety of self and others
- Ensure security as per direction of all building access control systems
- Valid driver's license is required
- Other duties as required

## RATING FACTORS

### Knowledge

- Minimum High School Diploma or equivalent.
- Additional certifications in carpentry, mechanics, facilities maintenance, building construction or a related field an asset
- Ability to interpret equipment manuals
- Knowledge of cleaning practices and equipment
- Knowledge of use and maintenance of industrial cleaning equipment
- Good working knowledge of computers and related software such as YARDI, Microsoft Office, Word and Excel
- Broad knowledge of Peterborough Housing Corporation policies and procedures as well as knowledge of health and safety legislation, fire codes, building codes, municipal by-laws, and various trades
- Must possess or be willing to obtain the Ministry of Environment Small Operators Drinking Water License **(two positions of the fifteen)**

### Experience

- Minimum 1 year experience in a role that demonstrates the command of the skill factors required to perform the role
- Proven ability to perform a wide variety of custodial and building maintenance duties, and be proficient in the use of relevant tools and equipment
- Excellent communication and interpersonal skills to deal effectively with residents, housing providers, community partners and other staff members, experience working with a variety of people from diverse ethnic, age and income groups
- Demonstrated initiative in responding to challenging situations and must be able to organize, prioritize and manage a heavy and constant workload
- Good mathematical and analytical skills

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<p><b>Judgment</b></p> <ul style="list-style-type: none"> <li>• Ability to assist tenants with maintenance problems, troubleshoot potential mechanical problems and determine best course of action</li> <li>• Ability to prioritize day-to-day building maintenance needs to maintain building cleanliness and upkeep</li> <li>• Ability to work with diverse group of tenants and personalities, remaining patient and calm during potential hostile interactions</li> <li>• Work independently to solve daily problems with minimal supervisor consultation</li> <li>• Maintain open communication with supervisor for any potential assistance and reporting larger maintenance needs</li> </ul>
<p><b>Concentration</b></p> <ul style="list-style-type: none"> <li>• Ability to work on routine tasks independently with minimal supervision or assistance</li> <li>• Interruptions from tenants requiring assistance, and phone calls from Building Services Coordinators/Manager relaying tenant requests and maintenance needs</li> <li>• Capable of using caution with cleaning supplies and hazardous chemicals and power tools</li> <li>• Ability to input data, notes, and work orders accurately into various computer systems in an efficient manner</li> <li>• Attention to detail and conscientiousness</li> </ul>
<p><b>Physical Activity</b></p> <ul style="list-style-type: none"> <li>• Majority of time physically moving</li> <li>• Occasionally working on uneven and unsteady surfaces (cutting grass, removing snow and ice control)</li> <li>• Majority of time spent using and moving manual tools and operating machinery</li> <li>• Occasionally driving and sitting</li> <li>• Physical ability to lift, push or hold up to 20kg required</li> </ul>
<p><b>Dexterity</b></p> <ul style="list-style-type: none"> <li>• Eye-hand coordination</li> <li>• Coordination and agility while performing duties, including with equipment</li> </ul>
<p><b>Accountability</b></p> <ul style="list-style-type: none"> <li>• First point of contact for tenants and public within assigned building</li> <li>• Must act accordingly to help remedy maintenance needs before further damage/expense or injury occurs</li> <li>• Always represent PHC in a professional manner</li> <li>• Operator of Drinking Water Systems (responsible for ensuring the proper maintenance of the system, <b>two positions of the fifteen</b>)</li> </ul>
<p><b>Safety of Others</b></p> <ul style="list-style-type: none"> <li>• Responsibility for ensuring the safety of others within their assigned building, includes ensuring work areas are maintained in a safe manner (ex. spills, snow and ice, properly identifying and storing cleaning and chemical supplies)</li> <li>• Help to ensure safety of tenants, visitors of buildings and staff at buildings by informing when supplies are needed to complete work task and care for the maintenance of the building and grounds</li> <li>• Report any hazards that you identify to appropriate staff/agencies so that they can be addressed appropriately</li> <li>• Complete any action items within position scope that come from JH&amp;S Inspection Reports</li> <li>• Failure of performing duties properly as the Operator of Drinking Water Systems could result in adverse water samples that could have severe health consequences, the image and financial impact of PHC (<b>two positions of the fifteen</b>)</li> </ul>

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<b>Leadership of Others</b> <ul style="list-style-type: none"> <li>• No direct supervision of individuals</li> <li>• Occasionally schedule and coordinate work with Building Services Coordinators and Manager, and contractors when working to remedy a maintenance request</li> </ul>	
<b>Contacts</b> <ul style="list-style-type: none"> <li>• Internally exchanges information with staff/colleagues, tenants</li> <li>• Externally exchanges information with contractors and third-party vendors, general public</li> </ul>	
<b>Environmental Hazards</b> <ul style="list-style-type: none"> <li>• Chemical hazards (chemical and cleaning substances)</li> <li>• Outdoor conditions (extreme weather)</li> <li>• Dust, grease/oil, odour</li> <li>• Biowaste</li> <li>• Interruptions from tenants</li> <li>• Occasional driving/travel</li> <li>• Lack of workspace and specialized tools needed for specific job</li> </ul>	
<b>Signature Immediate Supervisor</b>	<b>Date</b>
<b>Supervisor's Name:</b>	