

Job Description

CUSTODIAN



Position Synopsis and Purpose

Custodians are members of the Community Services - Operations team, reporting to the Community Services Operations Coordinator at the Middlesex Centre Wellness and Recreation Complex. The Custodian's main responsibility is to work with the operations team to keep the facility in a clean and orderly condition. They are also required to act as front line customer relations person, taking complaints and notifying facility operator of issues when required. This position works shifts primarily on weekday evenings and weekends.



Maintenance

Facility Maintenance (95% of Time)

- Clean building floors by sweeping, mopping, scrubbing, or vacuuming. Following procedures for the use of chemical cleaners and power equipment, in order to prevent damage to floors.
- Gather and empty trash/recycling as needed.
- Service, clean, disinfect and stock restrooms and showers. Using hand and power cleaning equipment.
- Clean windows, glass, partitions and mirrors. Using cleaners, sponges, and squeegees.
- Dust, clean and polish: furniture, walls, machines, and equipment..
- Mix cleaning solutions, according to specifications and safe practices.
- Set up, arrange, and remove decorations, tables, chairs to prepare facilities for events such as banquets and meetings.
- Monitor building security and safety by locking doors and notifying the Facility Operator of suspicious behaviour.
- Perform light grounds maintenance such as gardening and assisting with snow removal.
- Notify Facility Operators about need for repairs or concerns with building conditions.
- Other duties and shift work as assigned

- Proper PPE must be worn while performing specific duties identified by the Operations Coordinator

Other Related Responsibilities (5% of Time)

- Other duties as directed by the on-duty Facility Operator and/or Operations Coordinator or Operations Manager as relevant to the position.
- Receives and responds to inquiries and complaints; deals with all contacts in a courteous, friendly and efficient manner to promote a high standard of customer service and public relations at all times.
- As a member of the municipal team, will be responsible for serving the citizens of Middlesex Centre by meeting the taxpayers' needs and expectations, striving to be the best through attitude, training and creativity. Representing the municipality as a strong, integrated organization dedicated to high quality, viable services.

Note: All activities are expected to be performed in a safe manner, in accordance with the *Occupational Health and Safety Act* and its regulations, along with corporate safety policies, procedures and programs. In addition, all necessary personal protective equipment must be used and maintained in good condition.



Minimum Qualifications

Education (degree/diploma/certifications)

- Grade 12 Education
- Previous: First Aid CPR, WHMIS and various safety training an asset

Experience

- Previous experience cleaning in industrial and commercial environments
- Customer service experience in dealing with members of the public

Knowledge/Skill/Ability

- Good communication, literacy and numeracy skills.
- Ability to problem solve
- Knowledge of relevant Occupational Health and Safety Act requirements

Note: As a condition of employment, the incumbent must provide a successful criminal and vulnerable sector screening and background check.



Work Setting

Contacts

Contact	Frequency	Nature of Interaction
Public	Regular – weekly	Public inquiries
Department	Frequent – daily	Facility Operators, Operations Coordinator, Customer Service Staff
Contractor / Consultants	Rare – one in a while	Provide access when previously arranged
Municipal Departments	Rare – one in a while	Provide staff and equipment assistance

Work Conditions

This position’s time is spent predominantly at the Wellness & Recreation Centre. Hours of work are on a rotational schedule, which will include evenings and weekend work.

This position works with potentially hazardous cleaning products controlled under WHMIS. The use of Personal Protective Equipment will be required and supplied when prescribed.



Corporate Values

Respect – We are an open, courteous and inclusive workplace that values and celebrates the varied backgrounds and experiences of our community. We ensure every resident can participate in our community and engage with our municipal government.

Cooperation – We work in a spirit of trust, collaboration and partnership across departments and with our community to achieve our shared goals.

Innovation – We embrace innovation to improve our delivery of services. We take initiative, and are flexible and creative in anticipating and adapting to changing conditions.

Integrity – We take accountability for our actions and deliver what we promise. We are truthful and honest in how we do our job. We inspire public confidence and trust in our municipal government.



Position Classification

Position Title	Custodian
Division	Facility Services
Department	Community Services
Classification	Non-Union
Branch	N/A
Reports to (Direct)	Community Services Operations Coordinator
Equivalency Code	N/A
Hours per Week	0-24
Effective Date	September 6, 2021
Revision Date	August 13, 2021