

# Caretaker Services – Subsidiary 12

## APS Benchmark Listings

Sub.	Bench- mark No.	Department	Working Title Job Title	Know-How				Creativity/ Problem Solving		Responsibility		Total Points
				Prof./ Cont.	Comp. Div.	H.R. Skills	Points	%	Points	Profile	Points	
<b>Caretaking Services 3 (Point Range 192 - 227)</b>												
012	<a href="#">124CT01</a>	Infrastructure	Caretaker Supervisor	C+	I	2	132	25	33	R1	38	203
<b>Caretaking Services 2 (Point Range 161 - 191)</b>												
012	<a href="#">123CT01</a>	Infrastructure	Caretaker Foreman	C	I	2	115	22	25	R1	29	169
<b>Caretaking Services 1 (Point Range 85 - 134)</b>												
012	<a href="#">121CT01</a>	Infrastructure	Caretaker	B+	T	1	66	16	10	R1	12	88

Last Review / Update: 2016-03-11

# Subsidiary 12

## Benchmark Evaluation - 124CT01

### Identification Section

<b>Working Title:</b>	Caretaker Supervisor
<b>Department:</b>	Infrastructure
<b>Division, Branch/Unit:</b>	Law Courts, Edmonton
<b>Reports To:</b>	Facilities Manager
<b>Levels to D.M.:</b>	4
<b>Job Description:</b>	<a href="#">124CT01</a>
<b>Minimum Recruitment Standard:</b>	See <a href="#">Minimum Recruitment Standards</a> for Caretaking Services
<b>Job Code:</b>	<a href="#">124CT</a> - Caretaking Services 3

### Comments on Role

Position has overall responsibility for the provision of custodial services through a large group of staff (20+) that work multiple shifts and provide housekeeping services to the Edmonton Law Courts Building. Staff includes a working foreman who assists with supervision. The position plans, trains, directs and ensures that staff has the equipment and materials required.

### Evaluation

Knowledge	Creativity / Problem Solving	Responsibility	Total Job Points
C+I2 132	25% 33	R1 38	203

### Comments on Evaluation

- **Knowledge:**

Requires knowledge of the full range of custodial operations and strong supervisory skills to handle a large staff on multiple shifts. C+ rating reflects the additional breadth of knowledge added to the position to carry out its administrative and planning components. Plans, develops and implements programs to deliver services to the Law Courts Building. Requires a high level of communication skills to deal with performance issues and to motivate staff.

- **Creativity/Problem Solving:**

Standards, guidelines and procedures regarding the delivery of custodial services are well documented or have well-established precedent. There is some latitude for decision making in regards to staff assignments and day-to-day discipline issues. Overall, position has readily available access to the Facilities Manager for circumstances that are beyond routine.

- **Responsibility:**

Position is focused on program delivery.

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**Last Reviewed:** May 23, 2003

Last Review / Update: 2016-03-11

# Subsidiary 12 Benchmark Job Description - 124CT01

## Identification Section

<b>Working Title:</b>	Caretaker Supervisor
<b>Department:</b>	Infrastructure
<b>Division, Branch/Unit:</b>	Law Courts, Edmonton
<b>Reports To:</b>	Facilities Manager, Manager
<b>Levels to D.M.:</b>	5

## Purpose

**(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)**

The Caretaker Supervisor is responsible for the provision of custodial, interior plant care and shipping/receiving services at the Edmonton Law Courts and supervises a large caretaking staff with the assistance of two working foremen. This position plans and initiates work programs in areas of responsibility, ensures the quality of service delivery and purchases the necessary equipment and supplies.

## Responsibilities and Activities

**(Purpose of the job can be broken down in different responsibilities and end results. Each end result shows what the job is accountable for, within what framework, and what the added value is.)**

1. Plan, develop and implement programs to deliver custodial services to the Edmonton Law Court Building. Ensure quality, economy and safety of the total housekeeping operation. Hire, train, direct and appraise large custodial staff. Develop and implement production and quality standards, and monitor to ensure adherence. Submit reports on employee performance especially in instances of outstanding or sub-standard performance.
2. Ensure the proper purchase of required equipment and supplies within budget allocation. Maintain

inventories of custodial supplies and equipment. Provide equipment and material estimates for budgeting purposes.

3. Perform administrative responsibilities including submitting time sheets, absence and shift differential reports, as well as other miscellaneous monthly reports.
4. Control special security measures such as locking and checking doors at night, checking alarms and reporting any unusual situation to the Facilities Manager or Security Operations.

## Scope

**(Illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)**

This position has full supervisory responsibility for a large custodial staff. Responsibilities include: hiring, ongoing training, and ensuring that staff have the required equipment and materials. Position must ensure economy and quality standards are met. Most guidelines governing the delivery of custodial service are documented.

## Contacts

**(Main contacts of this position and the purpose of those contacts.)**

Contact is with building tenants and Judiciary for the purpose of receiving requests, providing information, addressing concerns and scheduling work. Position has the responsibility to hire, train, direct and control a large custodial staff. Must maintain good client relations and quality service to tenants. Requires a high level of interpersonal skills for these purposes.

## Knowledge, Skills and Abilities

**(Most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others not only diplomas and degrees. Specific training if it is an occupational certification/registration required for the job.)**

- Position requires a full working knowledge of all aspects of custodial operations and good supervisory skills.

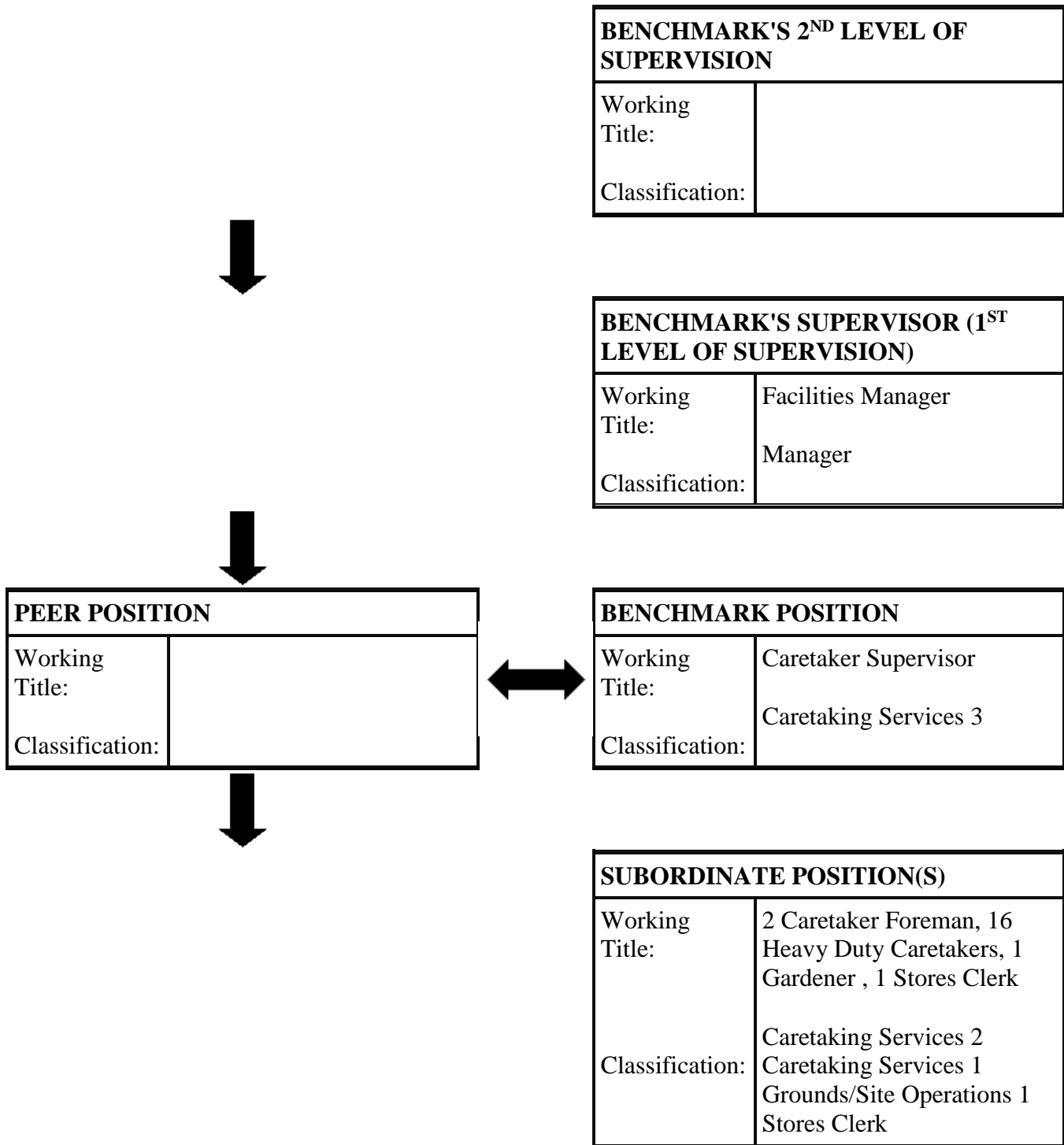
- Position requires the ability to plan a service delivery program and must be able to motivate a large staff.
- Requires considerable supervisory experience.

## **Organization**

### **(Working titles of positions reporting directly to this position.)**

This position supervises 2 Caretaker Foremen, 16 Heavy Duty Caretakers, 1 Gardner and 1 Stores Clerk. Position has full supervisory authority including planning assignments, administering performance appraisals and hiring staff.

# Organizational Chart



Last Review / Update: 2016-03-11

# Subsidiary 12

## Benchmark Evaluation - 123CT01

### Identification Section

<b>Working Title:</b>	Caretaker Foreman
<b>Department:</b>	Infrastructure
<b>Division, Branch/Unit:</b>	Property Management, Edmonton and Area Region
<b>Reports To:</b>	Caretaker Supervisor
<b>Levels to D.M.:</b>	6
<b>Job Description:</b>	<a href="#">123CT01</a>
<b>Minimum Recruitment Standard:</b>	See <a href="#">Minimum Recruitment Standards</a> for Caretaking Services
<b>Job Code:</b>	<a href="#">123CT</a> - Caretaking Services 2

### Comments on Role

Position performs caretaking duties and supervises in-house and contracted caretaking staff that cleans the interior and exterior of the Edmonton Law Courts. Position is responsible for employee orientation and training, and ensures safe work procedures. Overall, this position is a working supervisor of a small Caretaking operation.

### Evaluation

Knowledge	Creativity / Problem Solving	Responsibility	Total Job Points
CI2 115	22% 25	R1 29	169

### Comments on Evaluation

- **Knowledge:**

Must be knowledgeable of all applicable caretaking procedures including floor care and steam cleaning. As this position is supervisory, it must have a solid understanding of all equipment, safety procedures and the proper use of cleaning agents in accordance with WHMIS (Workplace Hazardous Materials Information System) regulations. Position is the first level of supervision and must influence contractors.

- **Creativity/Problem Solving:**

Typically will deal with scheduling problems with subordinates and contractors. Solutions are found easily from the incumbent's experience and exposure to similar situations.

- **Responsibility:**

This supervisory position performs caretaking duties and supervision of staff (in-house and contractors).

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**Last Reviewed:** May 23, 2003

Last Review / Update: 2016-03-11

## Subsidiary 12 Benchmark Job Description - 123CT01

### Identification Section

<b>Working Title:</b>	Caretaker Foreman
<b>Department:</b>	Infrastructure
<b>Division, Branch/Unit:</b>	Property Management, Edmonton and Area Region
<b>Reports To:</b>	Caretaker Supervisor
<b>Levels to D.M.:</b>	6

### Purpose

**(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)**

The Caretaker Foreman is responsible for supervising and scheduling in-house and contracted caretaker staff members who clean the Edmonton Law Courts. Position will issue supplies, monitor equipment condition and maintain building standards. Responsible for training new staff and adherence to Occupational Health and Safety, and Workplace Hazardous Material Information System (WHMIS) legislation and regulations.

Position also performs caretaker duties.

### Responsibilities and Activities

**(Purpose of the job can be broken down in different responsibilities and end results. Each end result shows what the job is accountable for, within what framework, and what the added value is.)**

1. Schedules and supervises daily custodial requirements in accordance with building standards. Includes monitoring staff, inspecting work areas, identifying and correcting deficiencies, and providing training.
2. Performs caretaker duties such as cleaning, mopping dusting, vacuuming, etc.

3. Issues supplies, mops and equipment. Evaluates the condition of custodial equipment, makes minor repairs and issues work orders for larger repairs.
4. Monitors staff (in-house and contracted) for safe work procedures and WHMIS compliance.

## Scope

**(Illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)**

Position supervises several custodial staff and contractors who clean the Edmonton Law Courts. Performs all scheduling and ensures the work is done safely and in accordance with building standards. The position also performs caretaker duties approximately a third of the time.

## Contacts

**(Main contacts of this position and the purpose of those contacts.)**

Contact is with building tenants for the purpose of receiving requests and providing information. Position provides direction, guidance and training to staff and contractors performing custodial work.

## Knowledge, Skills and Abilities

**(Most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others not only diplomas and degrees. Specific training if it is an occupational certification/registration required for the job.)**

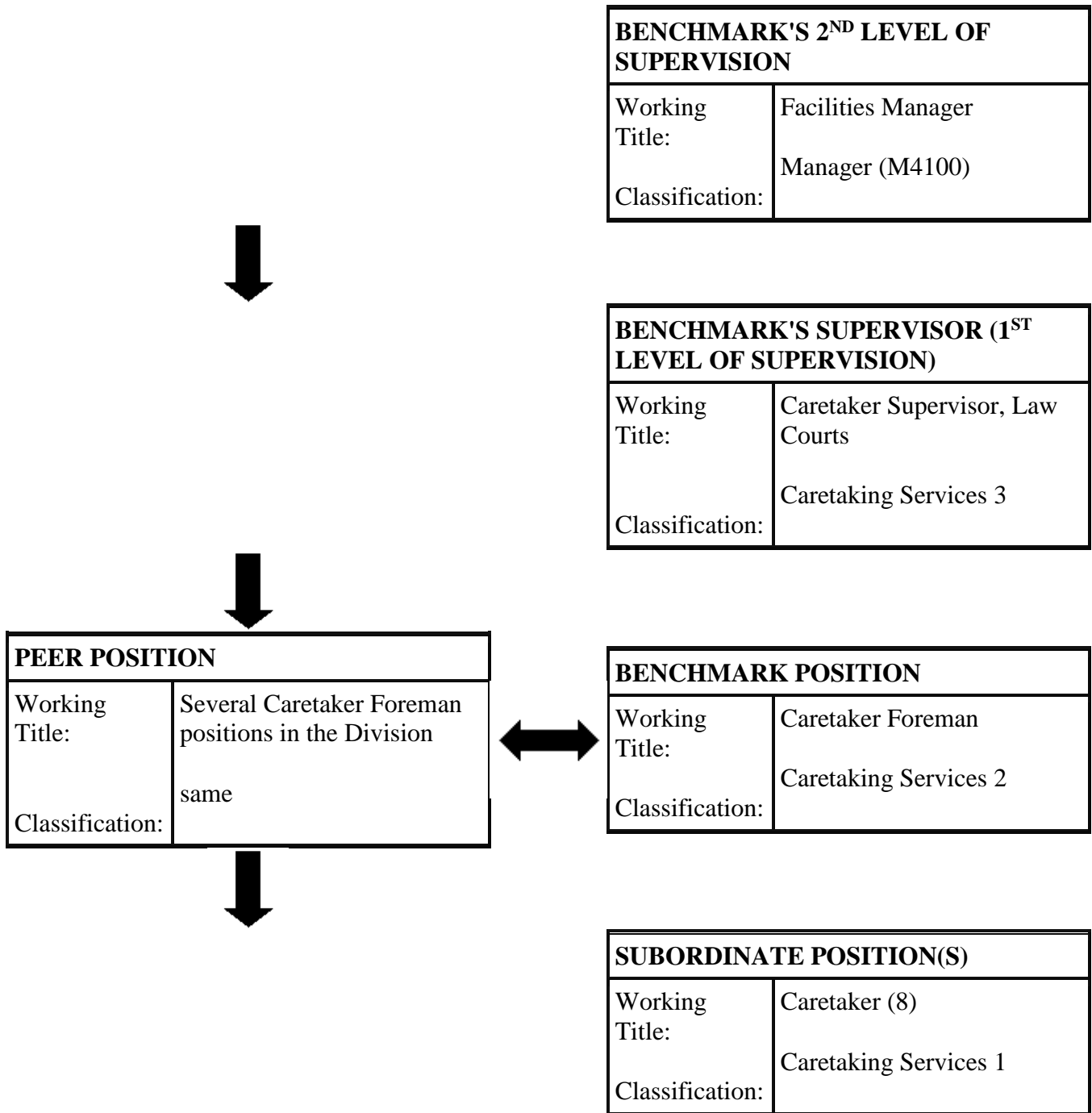
- Requires a solid working knowledge of applicable caretaker procedures including floor care and steam cleaning.
- Must have a good understanding of custodial equipment operation, safety procedures, proper use of all cleaning agents and WHMIS regulations.
- Requires supervisory skills acquired through experience.

## **Organization**

**(Working titles of positions reporting directly to this position.)**

This position supervises several in-house caretakers and several contracted custodial positions.

# Organizational Chart



Last Review / Update: 2016-03-11

## Subsidiary 12

### Benchmark Evaluation - 121CT01

#### Identification Section

<b>Working Title:</b>	Caretaker
<b>Department:</b>	Infrastructure
<b>Division, Branch/Unit:</b>	Property Management South Region
<b>Reports To:</b>	Operations Supervisor
<b>Levels to D.M.:</b>	6
<b>Job Description:</b>	<a href="#">121CT01</a>
<b>Minimum Recruitment Standard:</b>	See <a href="#">Minimum Recruitment Standards</a> for <a href="#">Caretaking Services</a>
<b>Job Code:</b>	<a href="#">121CT</a> - Caretaking Services 1

#### Comments on Role

Position cleans and maintains the interior and exterior of a large facility and surrounding areas. Generally works alone and without supervision. Responsibilities are routine and with few opportunities to exercise judgement. Cleans, dusts, mops and clears snow.

#### Evaluation

Knowledge	Creativity / Problem Solving	Responsibility	Total Job Points
B+T1 66	16% 10	R1 12	88

#### Comments on Evaluation

- **Knowledge:**

Requires knowledge of commercial cleaning and ground maintenance. The B+ rating is to recognize the requirement for knowledge of various equipment and related safety knowledge. This position is focused on tasks and there is little requirement for knowledge beyond their own job. Must be able to receive and understand simple instructions.

- **Creativity/Problem Solving:**

Few opportunities to exercise judgement. Situations are limited and covered by documented procedures or precedent.

- **Responsibility:**

Position is very focused on the job at hand and has little decision-making.

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**Last Reviewed:** May 23, 2003

Last Review / Update: 2016-03-11

## Subsidiary 12 Benchmark Job Description - 121CT01

### Identification Section

<b>Working Title:</b>	Caretaker
<b>Department:</b>	Infrastructure
<b>Division, Branch/Unit:</b>	Property Management, South Region
<b>Reports To:</b>	Operations Supervisor
<b>Levels to D.M.:</b>	6

### Purpose

**(A brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)**

The Caretaker is responsible for cleaning the interior and exterior of the John J. Bowlen Building and the Courthouse Annex in Calgary. Responsibilities include cleaning, waxing and polishing all interior surfaces such as floors, walls, elevators, lobbies and plaques. Position removes litter from walkways, parking lots and landscaping; removes snow from building entrances; and cleans exterior windows and ashtrays.

### Responsibilities and Activities

**(The purpose of the job can be broken down in different responsibilities and end results. Each end result shows what the job is accountable for, within what framework and what the added value is.)**

1. Keeps entrances, walkways, parking lots and landscaping clear and clean from snow, ice and refuse. Sweeps and hoses down these areas.
2. Cleans building exteriors by removing graffiti, cleaning exterior glass of fingerprints and cleaning exterior and ashtrays.
3. Keeps interiors clean by sweeping and damp mopping floors in all areas including storage areas

and mechanical rooms. Cleans and polishes brass and bronze surfaces including plaques, elevators and address plates.

4. Cleans elevators by removing refuse and cleaning the ceiling. Cleans walls, doors and trims, vacuums and spot cleans carpets, and damp washes hard surfaced floors and metal thresholds.
5. Responds to various caretaker requests such as vacuuming carpets, mopping floors, cleaning light fixtures, replenishing washroom dispensers, cleaning furniture, clearing clogged drains, etc.

## Scope

**(Specific information that illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)**

Position is responsible for cleaning interior and exterior of high visibility and high use buildings. Will clear entrances, walkways and parking lots. Performs a wide variety of caretaker and caretaker related duties.

## Contacts

**(The main contacts of this position and the purpose of those contacts.)**

Contacts are for the purpose of taking instructions and requests. Will respond to requests with normal courtesy.

## Knowledge, Skills and Abilities

**(A list of the most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others not only diplomas and degrees. Specific training if it is an occupational certification/registration required for the job.)**

Requires skills in commercial cleaning and ground maintenance. Must be able to carry out and give oral and written instructions.

Position must have a good understanding of cleaning procedures, materials and equipment.

Typically requires 2 years of related experience.

## **Organization**

**(Working titles of positions reporting directly to this position.)**

This position has no supervisory responsibilities.

Last Review / Update: 2016-03-11