

JOB DESCRIPTION

Working Title
Caretaker

Division, Branch/Unit

Properties, Property
Management/Property Operations -
Calgary Court of Appeal

Ministry

Infrastructure

Present Class

Caretaking Services 1 - 121CT

PURPOSE: Give 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 (see Non-Management Job Description Writing Guide [Pages 7-8](#)).

Reporting to the Caretaker Foreman, the Caretaker is responsible for on-going cleaning of the Calgary Court of Appeal to ensure asset value is maintained, and to support normal operation of client department functional programs. This position cleans and maintains the interior of the assigned facility and will function within a demanding, time and quality sensitive framework. Developing and maintaining positive client relations with Judges, Justices, and Judicial staff is a key requirement.

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. Normally a job has 4-8 core end results. For each end result, approximately 3-6 activities should be described (see Writing Guide [Pages 9-10](#)).

1. Provide caretaking services for designated areas of responsibility, to ensure safe, effective, and efficient facility maintenance and operations, preserve property value and meet client needs.
 - Sweep, vacuum, mop, strip, wax and buff floors.
 - Spot clean carpeted areas.
 - High and low dusting of furniture, pictures, cabinets, etc.
 - Collects garbage and recycling from receptacles and empties into outside bins.
 - Cleans and polishes light fixtures, plaques, elevators, address plates, etc.
 - Cleans and washes surfaces, ceilings, doors, walls, and trims.
 - Cleans and sanitizes washrooms, replenishes washroom dispensers, clears clogged drains, etc.
 - Maintains meeting rooms as required.
2. Safe work methods are practiced and awareness of work site hazards is maintained.
 - Practices proper lifting, climbing, and bending techniques.
 - Uses personal protective equipment as recommended by equipment and material manufacturers.
 - Uses sanitary chemicals to disinfect surfaces.
 - Inspects and maintains custodial equipment and small tools to ensure they are in good operating condition.
3. Develops and maintains positive client relations by being responsive to client needs to ensure a high level of client satisfaction.
 - Respond to client requests in a timely and positive manner.
 - Maintains on-going communications to understand functional program needs and address specific concerns.
 - Able to complete work while being around high profile clients with minimal disruption to clients.

SCOPE: List specific information that illustrates the challenges, problem solving and creativity requirements and decision making capacity of the position. Also identify the internal or external areas the job impacts (see Writing Guide [Pages 11-12](#)).

1. Be able to follow directions and work independently, with minimal supervision.
2. Ability to effectively communicate with co-workers and clients in area allocated.
3. Take initiative to maintain high standard of cleanliness throughout area allocated.
4. The ability to advise Foreman of any unsafe working conditions
5. Receive training that is provided by employer.
6. Must have a good familiarity with WHMIS.
7. Courthouse facilities are complex and demanding work environments; therefore this position must possess excellent customer service, skills, tactfulness, and be able to provide attention to detail.

KNOWLEDGE, SKILLS & ABILITIES: Include information on required diplomas and degrees along with identifying the most important knowledge factors, including knowledge about practical procedures, administrative, technical or professional techniques, technical, scientific or program related processes, etc. Detail specific training if there is an occupational certification/registration requirement for the position. Specify the type of experience required for the position (see Writing Guide [Pages 12-14](#)).

1. Knowledge of standard cleaning techniques and characteristics of surfaces to be cleaned and equipment and supplies required.
2. Knowledge of green products, such as Ecologo certified, and cleaning processes.
3. Ability to move furniture and objects in preparation for cleaning and to load and unload trash receptacles of varying sizes.
4. Ability and knowledge to safely operate and maintain relevant custodial equipment and small tools (floor maintainers, carpet extractors, vacuum cleaners, etc.)
5. Ability to mop and scrub for lengthy periods of time and to work on ladders.
6. Knowledge of proper bending and lifting techniques and ability to lift and carry 22Kg.
7. Knowledge of the safe use of chemical cleaning agents and possible hazards relating to environmental sanitation.
8. Ability to communicate effectively and positively (both written and verbal) with facility users, clients, and co-workers.
9. Ability to work independently or within a team environment.
10. Ability to follow verbal and written instructions.
11. Demonstrate commitment to confidentiality, diplomacy, client service, and continuous improvement.
12. Computer skills using Microsoft productivity software and internet based applications is required.

CONTACTS: Identify the main contacts the position communicates with and the purpose of the communication (See Writing Guide [Pages 14-15](#)).

- Caretaker Foreman, direct supervisor - receive instructions and clarify requirements.
- Facilities Coordinator - to receive instructions and clarify requirements.
- Justices, Judges, Judicial staff - maintain positive client relations, ensure adequate service level.
- Coworkers and Courthouse Staff - respond to requests and exchange information.

SUPERVISION EXERCISED: List position numbers, class titles, and working titles of positions directly supervised (See Writing Guide [Page 15](#)).

Not applicable