

BENCHMARK
Custodian/Security
Attendant

COMMUNITY SUBSECTOR COLLECTIVE AGREEMENT

CLASSIFICATION GRID: 3

BENCHMARK TITLE: CUSTODIAN/SECURITY ATTENDANT

BENCHMARK NUMBER: 80350

JOB FAMILY: ENVIRONMENTAL SERVICES

SCOPE AND LEVEL DEFINITION

Performs security duties such as patrolling buildings and grounds and enforcing facility regulations, and/or performs basic maintenance and repair duties.

TYPICAL FUNCTIONS AND RESPONSIBILITIES

1. Performs security duties for the facility such as patrolling buildings and grounds, checking that doors and windows are secure, escorting unwelcome visitors out of the building, testing safety equipment, directing fire drills, and obtaining appropriate services in emergencies.
2. Observes client behaviour, investigates and handles disturbances, deals with client emergencies in accordance with guidelines, and reports incidents to appropriate staff or authorities.
3. Performs basic maintenance and repair work such as unplugging sinks and toilets, filling nail holes, touching up paint, checking oil and fluid levels, and replacing tap washers, light bulbs, fluorescent tubes, and door handles. Notifies supervisor of major repair and maintenance requirements, and contacts external contractors and tradespeople to obtain quotes as required.
4. Cleans external areas such as entranceways, sidewalks, and parking lots using manual and power brooms, rakes, shovels, and other equipment to remove dirt, leaves, snow, and other refuse. Performs minor gardening and lawn maintenance tasks such as mowing, weeding, pruning, and watering.
5. Cleans, washes, and disinfects building areas such as walls, windows, ceilings, floors, carpets, air vents, furniture, mattresses, blinds, and washrooms by methods such as dusting, polishing, vacuuming, sweeping, wet mopping, shampooing, waxing, and buffing, using various manual and power cleaning equipment.
6. Monitors maintenance and housekeeping supplies. Places purchase orders with external suppliers, receives supplies, checks invoices against orders and goods received, stores and distributes supplies, and contacts suppliers to obtain and provide general information.
7. Provides clients with basic information related to the building. Explains clients' responsibilities for duty assignments, provides direction, and monitors and assists clients with chores.
8. Collects and removes garbage and recyclable materials, and ensures the safe disposal of hazardous waste.

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9. Transports equipment, furniture, and supplies manually and/or using aides such as dollies and carts. Arranges furniture for special events.
10. Completes and maintains related records and documentation such as maintenance logs and security incident reports.
11. Performs other related duties as assigned.

QUALIFICATIONS

Typical Education, Training, and Experience

- Grade 12
- Certificate in First Aid
- Building Service Worker Certificate
- Recent, related experience of six months
Or an equivalent combination of education, training, and experience
Or other Qualifications determined to be reasonable and relevant to the level of work

Typical Skills and Abilities

- Ability to communicate effectively, both verbally and in writing
- Ability to deal with others effectively
- Physical ability to carry out the duties of the position
- Ability to operate related equipment
- Ability to organize work