CAMPUS SERVICES - GRADE 3

Generic Position Overview

Family: Administration

Branch: Campus Services

Cluster: ADMCS3

Note: Employees of Queen’s University work in a challenging and diverse environment. Queen’s is committed to encouraging the development of new skills and attributes in its workforce. It is critical that staff are able to adapt to a changing work environment and to acquire new skills as these become necessary.

Depending upon the size of the department or unit and its functional activities, incumbents who fall into this category may perform all of the duties listed below or, in the case of large departments or units, may be assigned to designated specialized functions.

Generic Position Summary: Incumbent is responsible for cleaning and basic physical maintenance of appropriate areas (e.g. Queen’s Housing Units). Wash, tidy, and remove debris. Tend grounds and perform general maintenance. Remain on-call to respond to emergency situations if required. Control access to establishment and enforce rules or regulations. May coordinate workflow of casual staff. Incumbent supports the functioning of the university and provides physical services to tenants and customers.

Primary Duties And Responsibilities: Clean and tidy appropriate areas. Clean and tidy appropriate areas. May include sweeping, mopping, vacuuming, removing garbage, and washing windows and walls.

Tend grounds, including clearing snow and cutting grass.

Perform general maintenance including minor electrical and plumbing work, light carpentry, replacing lights, painting, etc. Notify supervisor of major projects that require more complex and large-scale efforts.

Respond to emergency situation with standard corrective action as appropriate and notify supervisors of problems requiring further assistance. May be required to be on-call in order to respond to problems that arise at any time.

Control access to establishments and direct visitors to appropriate areas. Enforce regulations and agreements.

May coordinate work of casual staff.

May undertake other duties as delegated in support of the unit or
Required Background: Secondary school diploma. Many skills will be learned on-the-job. Some previous custodial or related experience will be considered an asset. Consideration will be given to an equivalent combination of education and experience.

Special Skills: Typical skills that may be required in the performance of job duties include:

- Communication skills to deal with co-workers, tenants or customers, and the public.
- Ability to operate janitorial equipment (e.g. shampooers, scrubbers, etc.).
- General maintenance ability, including basic plumbing, electrical, and carpentry skills.
- Physical stamina to perform job duties.
- Service-oriented perspective.

Decision Making: Examples of the types of decisions regularly made on the job:

- Plan daily work schedule and prioritize.
- Evaluate maintenance problems to assist supervisor in carrying out corrective action.
- Assist tenants or customers with questions, and redirect inquiries as appropriate.
- Take immediate corrective action in emergency situations and take appropriate steps to minimize damage, avoid risk and maintain safety.
- Determine if visitors have legitimate access to establishment and decide how to handle or redirect those who do not.

Supervisory Responsibilities: NONE

Last update: December, 1999