



**OFFICE OF HIS EXCELLENCY
THE GOVERNOR-GENERAL & STAFF**

**JOB DESCRIPTION AND SPECIFICATION
CLEANER/OFFICE ATTENDANT**

JOB TITLE: Cleaner/Office Attendant

JOB GRADE: LMO/TS 2

LOCATION: The Governor-General's Personal Staff

DEPARTMENT: Private Establishment

UNIT: House

REPORTS TO: House Supervisor

MANAGES DIRECTLY: Not applicable

MANAGES INDIRECTLY: Not applicable

This document is validated as an accurate and true description of the job as signified below:

Employee

Date

Deputy Governor-General's Secretary
Secretary - Private

Date

Director - Human Resource &
Administration

Date Created/Revised

JOB PURPOSE

Under the supervision of the House Supervisor, the Cleaner/Office Attendant provides high quality cleaning service. The incumbent is responsible for maintaining the cleanliness of the General Administration Building and the Staff Canteen of the Office of His Excellency The Governor-General and Staff ("*the Office*").

The incumbent projects a professional and upholds the Office's high standards of service delivery, which is considered vital and deserving to visitors, stakeholders and Staff. This person will clean offices, restrooms, corridors, stairways, offices, and the dining area and kitchen of the Staff Canteen. This position involves constant customer interaction.

The above is achieved by embracing "*A culture of excellence*" in support of The Governor-General realizing his constitutional, legislative, ceremonial and social duties.

KEY OUTPUTS

1. Specified areas are cleaned according to agreed standards.
2. Regular, consistent attendance, personal appearance, punctuality, and adherence to prescribed standards is maintained.
3. Tasks are completed within the time agreed.

KEY AREAS OF RESPONSIBILITY

Management/Administrative Responsibilities

Not applicable.

Technical/Professional Responsibilities

1. Implements normal household duties to keep the workplace clean. These duties include sweeping floors, cleaning walls and windows, and emptying garbage receptacles.
2. Dusts and cleans offices, desks, chairs, windows, doors, office equipment, and stairways.
3. Removes cobweb and dust from walls and ceilings when necessary.

4. Wipes door facings, baseboards and walls. Keeps floor all surfaces clean and sanitized.
5. Mixes water and detergents or acids in containers to prepare cleaning solutions, according to specifications.
6. Cleans restrooms and replenishes supplies.
7. Carries out detailed cleaning according to work schedule.
8. Collects cleaning supplies from the Stores as needed.
9. Performs any other duties that may be assigned from time to time.

Departmental Human Resource Responsibilities

Not applicable

Other Responsibilities

Not applicable

PERFORMANCE MEASURES

1. Tasks and assignments are completed in their entirety and in a timely manner.
2. Confidentiality, integrity, reliability and professionalism are demonstrated in the execution of duties and in personal conduct.
3. Compliance with all safety policies and procedures relating to the performance of tasks, use of products or supplies, and incident reporting.
4. Caution exercised in cleaning the desks of individual workers, as well as areas with power and data cables.
5. Customer satisfaction ensured. No complaints.

REQUIRED KNOWLEDGE SPECIFIC TO THE POSITION

1. Knowledge of cleaning equipment including domestic vacuum cleaners and steam machines.
2. Firm grasp of which types of cleaning chemicals are to be used for each job and how to prevent toxic combinations.

REQUIRED SKILLS & COMPETENCIES

1. Ability to lift, pull, and push moderate weight (about 20 pounds).
2. Able to prioritize and multitask. Good time management skills.
3. Able to follow instructions carefully.
4. Good attention to detail.
5. Excellent interpersonal skills. Able to work as part of a team where members depend on each other to get work done.
1. Good verbal and written communication skills.
2. Able to cope well under pressure.
3. High level of confidentiality.
4. Pleasant demeanor.
5. Punctuality.
6. Strong work ethic and positive approach to the job. Confident attitude to succeed.
7. Self-starter - able to identify work that needs to be done and do it without being instructed to do so.
8. Desire to learn, seek new challenges and take on additional responsibilities.
9. Good reasoning ability.

MINIMUM REQUIRED EDUCATION AND EXPERIENCE

- Secondary School education.
- Valid, current Food Handlers' Permit.
- Experience in a service environment is preferred, but not required.

SPECIAL CONDITIONS ASSOCIATED WITH THE JOB

- This is a typical office environment, with no adverse working conditions, however, there can be pressure on a periodic basis.
- Physical demands include walking and standing, climbing, pushing, pulling, lifting and moving objects, repetitive bending and lifting, and repetitive arm movements.
- Extended working hours can be expected.
- Uniforms provided must be worn during work hours. Protective gear and cleaning equipment must be used efficiently.

AUTHORITY TO:

- Not applicable.

LIAISE WITHIN THE OFFICE:

POSITION TITLE	PURPOSE OF COMMUNICATION
House Supervisor	Receive instructions, carry out tasks Provide and request information
General Staff	Provide services

LIAISE EXTERNALLY TO THE OFFICE:

POSITION TITLE	PURPOSE OF COMMUNICATION
Not applicable	

July 2022