

Benchmark Description

Housekeeping Level 1

LEVEL: 1

FUNCTION: HOUSEKEEPING

JOB SUMMARY

This position is primarily responsible for the housekeeping functions required at the student residence.

RESPONSIBILITIES

- All cleaning (including but not limited to, dusting, vacuuming, wall and window washing, and floor waxing) of the bedrooms, bathrooms and common areas in the student residence
- Laundry of the bedding, including washing, drying and folding
- Garbage disposal
- Minor reporting duties regarding student activities/problems and residence maintenance problems/issues
- Ordering of cleaning supplies
- Check-in or check-out of students as required

CONTACTS

The majority of contacts within this position require the exchange of basic factual information. (Level 1)

Typical contacts may include:

- Students
- Vendors
- College staff
- Supervisor

SCOPE OF DECISION MAKING

The majority of decisions within this position require judgement based on well-established procedures and methods. Problems not normally dealt with are referred to supervisor. (Level 1)

Typical decisions may include:

- Determine room assignments
- Determine a cleaning and laundry schedule
- Determine a schedule for window and floor cleaning
- Determine maintenance problems and who to report them to

- Determine student problems/issues and who to report them to
- Determine cleaning supplies that are required

IMPACT OF DECISION MAKING

The majority of decisions have short-term impact limited to the work area. (Level 1)

MENTAL EFFORT

The majority of tasks within this position are standardized utilizing information that is given and requires no interpretation. (Level 1)

Typical tasks may include:

- Vacuuming
- Dusting, washing wall and floors
- Washing/drying and folding bedding
- Ordering cleaning supplies

SENSORY EFFORT

Sensory tasks within this position require minimal visual or aural attention. (Level 1)

Typical tasks may include:

- Basic reporting
- Assigning rooms
- Reporting any issues
- Occasionally dealing with difficult people
- Completing order forms

SUPERVISION

Supervisory responsibility is not normally part of the job requirement. There may be a requirement to show others how to perform tasks or duties. (Level 1)

PHYSICAL ACTIVITY

The physical activity within this position requires frequent heavy activity (greater than 20% of the time). (Level 3)

FINE MOTOR MOVEMENT

The duties within this position requiring the use of fine motor movements are less than 20% of the time. (Level 1)

Typical tasks may include:

- Writing reports
- Filling in order requisitions and other forms

TRAVEL

The travel required within this position is slight (less than 5% of work time). (Level 1)

CONTROL OF DISTRACTIONS

This position usually has the discretion to control distractions/interruptions.

EDUCATION

The minimum relevant knowledge or formal training essential to perform the functions of this position is up to and including completion of Grade 12 or equivalent. (Level 1)

EXPERIENCE

The minimum amount of practical related experience required to perform the duties of this position is less than one year. (Level 1)