

Nipissing University

JOB DESCRIPTION

JOB TITLE:	Lead Hand Residence Caretaker
DEPARTMENTS:	Facility Services
CLASSIFICATION:	Technician B
WAGE GRADE:	WG 40
EMPLOYMENT DEFINITION (STATUS):	Full-time Support
SUPERVISOR:	Caretaker Supervisor

SUMMARY OF FUNCTIONS:

Reporting to the Caretaker Supervisor, the Lead Hand Residence Caretaker assists the Caretaker Supervisor in overseeing the daily operations of the cleaning and maintenance of Nipissing University residence buildings by serving as a point of contact between employees, management, and other departments, effectively communicating instructions, feedback, and updates regarding caretaking operations while ensuring all safety protocols are followed. The Lead Hand Caretaker also performs cleaning and maintains the interior and exterior of various Nipissing University buildings and surrounding grounds/areas. Additionally, the Lead Hand Residence Caretaker will support Campus Services & Sales for Summer Accommodations by maintaining cleaning supply orders and providing training on effectively deep cleaning residence suites.

The Lead Hand Caretaker may be required to work varying hours which may include weekend work. The hours of work may rotate and be flexible depending on the needs of the department. The Lead Hand Caretaker will be notified in advance of any changes to the regularly scheduled shifts.

DUTIES & RESPONSIBILITIES:

Lead Hand Duties: 25%

- Assist the Caretaking Supervisor with leading a team of residence caretakers, providing guidance, support, and direction to ensure efficient and effective facility maintenance
- Regularly communicate with the Caretaking Supervisor regarding any concerns related to staffing, coordination of resources, equipment needs, or other obstacles
- Communicate assignment tasks and responsibilities from supervisor to residence caretakers, while maintaining a collaborative and positive work environment
- Ensure that all cleaning and maintenance duties are completed efficiently and effectively
- Assist with training new team members on proper cleaning techniques, equipment usage, safety protocols, and university-specific standards
- Ensure that all residence caretakers follow safety procedures and use appropriate personal protective equipment (PPE) during tasks
- Conduct routine inspections to identify maintenance issues, safety hazards, and cleanliness concerns
- Communicate with employees, management, and other department to address any concerns or special requests
- Train Summer Accommodations student housekeeping staff on the correct methods for deep cleaning residence suites

Building Maintenance 20%

- Prioritize and respond to work orders

- Make minor repairs to walls, ceilings, and floors
- Paint residence suites, offices, common areas, hallways, etc., and touch up where necessary
- Sweep, mop, scrub, wax, and buff hallways, hard surface floors, and stairs
- Perform hands-on cleaning tasks as needed, including buffing and other floor maintenance tasks
- Operate carpet cleaning equipment, floor cleaning machine
- Wash windows, doors, mirrors, interior walls
- Clean and disinfect public washrooms, and replenish supplies
- Wash walls and scrub floors of the elevator
- Ensure assigned areas are clean and ready for daily occupancy

General Maintenance

40%

- Ensure that all areas, including residence suites, offices, common spaces, and outdoor areas, are well-maintained and in accordance with university standards
- Make adjustments and minor repairs to heating, cooling, ventilating, plumbing and electrical systems
- Assist with the fabrication and supply of door access keys
- Empty trash cans and other waste containers in common areas
- Assist with moving supplies and furniture
- Assemble furniture and equipment
- Replace burned-out light bulbs and ballasts throughout the buildings
- Undertake minor repairs to equipment, furniture, doors, locks, cabinets and closets
- Recommend solutions to the supervisor regarding problems that occur

Grounds Maintenance

10%

- Fertilize and mow lawns
- Trim trees and shrubs
- Weed flower gardens
- Clear snow and ice from all building entrances and walkways, ensuring an adequate supply of ice melt
- Salt and sand walkways, entrances

Other Duties & Responsibilities

5%

- Move equipment to and from outdoor storage
- Organize storage and housekeeping rooms
- Assist with maintaining inventory of cleaning supplies (including for Summer Accommodations), tools, and equipment, ensuring that all necessary items are stocked and readily available
- Assist with monitoring the inventory of building contents
- Report damages to Caretaker Supervisor
- Assist with assessing damages

Any other duties as assigned.

QUALIFICATIONS:

Education: Grade 12 Diploma

Training and/or experience may be substituted for formal academic training at the discretion of the University

Training, Experience, Knowledge & Skills Required:

- Minimum three to five years of relevant work experience in industrial cleaning or facilities maintenance, equipment handling, and training experience with a proven ability to mentor and train staff, on the use of chemicals, cleaning techniques, and equipment.
- Ability to mentor and motivate a team, fostering a positive and productive work environment
- Strong understanding of health and safety regulations, ensuring compliance and maintaining a safe environment
- Excellent communication and interpersonal skills to work collaboratively with other departments and staff to achieve common goals
- Basic computer skills, including a working knowledge of Microsoft Office
- Experience with building systems and components an asset
- Strong knowledge of cleaning techniques, equipment, and products
- Ability to prioritize tasks, manage time effectively, and work efficiently in a fast-paced environment with changing priorities and unexpected situations.
- Electrical and mechanical experience an asset
- CPR and First Aid Training an asset
- Ability to work independently with minimal supervision
- Valid driver's license
- WHMIS Training
- Attention to detail and ability to prioritize tasks
- Ability to apply intermediate reading, writing and arithmetic skills
- Excellent organizational skills
- Good motor and mechanical skills
- Must be bondable and required to provide a Criminal Record Check/Vulnerable Sector Check as a condition of employment (i.e., not have been convicted of a criminal offence for which a pardon has not been granted)

POSITION RELATIONSHIPS:

Supervised by: Caretaker Supervisor

Internal Contacts: Staff, Faculty, Students

External Contacts:

- Vendors
- Guests / User Groups
- Canadore Physical Resources Staff

MATERIALS UTILIZED:

- General office equipment
- Computer and MS Office Suite
- Hand / Power Tools
- Indoor cleaning equipment (eg: brooms, mops, buckets, chemicals for cleaning)
- Industrial vacuum,
- Carpet /upholstery cleaner
- Floor maintenance machinery (eg: auto scrubber, burnisher, scrubber and Taske machine (Buffer))
- Lawn Mower/Tractor
- Snow Removal Equipment
- Office equipment, telephone, computer
- Ladders

PHYSICAL/MENTAL DEMANDS & WORKING CONDITIONS

- Sustained moderate physical exertion including working in awkward positions
- Bending, kneeling, reaching, squatting, twisting, and climbing
- Carry moderate to heavy objects (over 35 lbs.)
- Ability to perform work on up to a six-foot ladder
- Cold weather conditions when removing snow
- Hot weather conditions when performing summer grounds work
- Exposure to cleaning solutions and chemicals, dust and dirt
- May work varying shifts but will be notified in advance as outlined in Article 22.02 of the collective agreement

I have read my position description and it has been reviewed with my supervisor. I understand what my duties and functions are, and I will carry out all of my responsibilities as herein described.

Employee Name (please print)

Employee Signature

Date

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Approvals

Supervisor

Date

Human Resources

Date