Job Description

Job Title:	Custodian
Grade:	9
Division/Department:	Facilities
Reports to *(title)*:	Manager, Facilities
Date of completion:	February 25, 2026

General Accountability:

Reporting to the Director, Facilities and Food Services, the incumbent is a member of the Facilities team; the team works together to ensure that each student resident receives a clean, safe, secure, comfortable and fully maintained living environment.

The incumbent is ultimately responsible to provide and maintain a high standard of cleanliness and maintenance and is required to work independently with routine duties and must also effectively work in a team to assist with common tasks and special assignments. The incumbent must offer strong verbal and written communication skills and is expected to interact in a professional and courteous manner.

The Custodian is a frontline position requiring the incumbent to work in a student residential and office environment. As such, various accommodations are often required in order to provide excellent service. For example:

- Adjusting schedules/tasks to meet residents'/guests'/staff needs for privacy and timelines.
- Adjusting schedules/tasks to minimize disruption to residents/guests/staff, whenever possible.

All tasks are to be performed as scheduled or prioritized in accordance with the Department's standards of regulatory compliance and service. Additionally, the incumbent will represent Renison in a manner consistent with the values, goals, and strategic directions of the University College.

Key Accountabilities:

Health and Safety

- Familiarity with, and adherence to, OHSA, WHMIS.
- Follow all company safety and security procedures.
- Participate in health and safety inspections.
- Report equipment, processes or situations which jeopardize the College's Health and Safety obligations.
- Undertake and maintain all related training or certification.
- Position is exposed to moving parts, high voltage, heavy lifting, working alone.

Basic Repairs and Maintenance

- As assigned by the Director or as appears on Jira, identify, troubleshoot, repair or refer back to Director concerns related to maintenance. Preventative maintenance will be overseen by the Maintenance Lead while corrective maintenance will be a joint responsibility for both the Maintenance Lead and the Custodian.

- Assist Maintenance Lead with preventative maintenance, as needed.

Production

- Clean and maintain assigned work area in accordance with detailed cleaning schedule which includes dry and wet mopping, vacuuming and carpet cleaning, cleaning stairwells, windows, washrooms, common areas, and garbage rooms.
- Re-stock assigned work area as required and deliver supplies to all floors within assigned area.
- Move appliances (washers, dryers, fridges, stoves) and furniture for cleaning purposes and, when time permits, if assistance is needed by Facilities Maintenance.
- Clean vacant units and perform end-of-term cleaning in accordance with detailed cleaning schedule.
- Clean up after mechanical breakdowns (overflowing sinks, sewage backups, etc.)
- Remove recycled material and garbage from all floors to outside bins.
- Report maintenance and repairs in common areas to the Coordinator.
- Maintain cleaning equipment in a condition of good repair and report all required repairs to supervisor.
- Move furniture (tables, chairs, appliances, stage sections) and equipment (carpet extractors, audio visual) and perform meeting room set-ups. These tasks mainly take place during conference season but are required at different times of year.

Customer Service

- Develop and maintain productive working relationships with co-workers, including contract cleaning staff and all other Facilities and Residence staff to ensure the optimal delivery of cleaning services.
- Ensure confidentiality and security of guest rooms.
- Demonstrate patience, attentiveness, and time management in the provision of superior customer service.

Qualifications:

Education:

- Completion of the OSSD (Ontario Secondary School Diploma) or equivalent.
- Further training, including courses, seminars, and pointed instruction in a related field is preferred.
- Proficient knowledge in standard cleaning procedures, chemicals, products, and equipment.

Experience:

- Minimum of one (1) year of work experience in the fields of maintenance and customer service.
- Minimum of one (1) year of custodial work experience, preferably in a post-secondary residence setting.

Skills:

- Driver's license required.
- Basic computer literacy (e-mail, Word).
- Experience using hand and electrical tools.
- Very good communication and interpersonal skills.

- Physical stamina and dexterity.
- Ability to work under pressure.
- Attentive to detail.
- Strong customer focus.
- Reliable, adaptable, and honest.
- Works will in a team as well as independently.
- Regular work week is Saturday through Wednesday with occasional on-call availability at night, weekend, and holidays required. Vacation time is restricted to non-peak periods.

Working conditions:

Physical Effort

Work activities require frequent, lengthy periods of heavy physical effort. Work activities require frequent, lengthy periods of heavy physical effort. Activities typically require a high level of speed and coordination. Examples include working in awkward positions for 51% to 80% of the workday, regularly lifting large or awkward heavy weight objects.

Physical Environment

Works in an environment with frequent exposure to unpleasant conditions. There may be occasional exposure to health or accident hazards that may result in accidents that cause discomfort for a short period of time. This position requires some work at heights and includes some exposure to dust and noise.

Sensory Attention

Work activities involve need to concentrate on a variety of sensory inputs for intermediate durations at a time, requiring close attention several times daily. If sensory activities are interrupted, time is required to backtrack to resume activities. The need for detailed or precise work is moderate.

Mental Stress

Work activities are performed in an environment with occasional exposure to one or more mental pressures. The mental stress would not be noticeably disruptive to the work, nor would the unpleasant reaction be too strong or persistent.