

BENCHMARK
Residence Building
Attendant

COMMUNITY SUBSECTOR COLLECTIVE AGREEMENT

CLASSIFICATION GRID: 15

BENCHMARK TITLE: RESIDENCE BUILDING ATTENDANT

BENCHMARK NUMBER: 80410

JOB FAMILY: ENVIRONMENTAL SERVICES

SCOPE AND LEVEL DEFINITION

Responsible for the administrative, maintenance, and security functions of apartments. May supervise work crews and/or provide direction to volunteers.

TYPICAL FUNCTIONS AND RESPONSIBILITIES

1. Performs administrative functions related to property management and landlord/tenant relations such as rent collection, security deposits, petty cash, bookkeeping functions, banking, and related record keeping.
2. Performs suite and building maintenance and repair functions such as dry wall repair, applying paint, and repairing and replacing appliance plugs, sinks, taps, toilet parts, range hoods, and light fixtures. Performs mechanical maintenance on equipment such as lawn mowers, weed eaters, and appliances by cleaning, greasing, oiling, and replacing broken and worn parts.
3. Interacts with clients, observes client behaviour, investigates and handles disturbances, deals with client emergencies in accordance with guidelines, and reports incidents to appropriate staff or authorities.
4. Assists in developing short- and long-term plans for items such as capital needs, servicing of equipment, landscaping, and grounds maintenance.
5. Makes recommendations regarding the property/maintenance budget, and monitors expenditures for property maintenance.
6. Maintains security of the property by performing duties such as patrolling buildings and grounds, checking that doors and windows in common areas are secure, escorting unwelcome visitors out of the building, testing safety equipment, directing fire drills, and obtaining appropriate services in emergencies.
7. Cleans external areas such as entranceways, sidewalks, and parking lots using manual and power brooms, rakes, shovels, and other equipment to remove dirt, leaves, snow, and other refuse. Performs minor gardening and lawn maintenance tasks such as mowing, weeding, pruning, and watering.

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8. Provides instructions and supervision to work crews, and/or provides direction to volunteers. Monitors work performed by contractors, contacts external contractors and tradespeople to obtain quotes, and arranges for major repairs and maintenance.
9. Monitors maintenance and housekeeping supplies. Places purchase orders with external suppliers, receives supplies, checks invoices against orders and goods received, stores and distributes supplies, and contacts suppliers to obtain and provide general information.
10. Performs other related duties as assigned.

QUALIFICATIONS

Typical Education, Training, and Experience

- Grade 12
- Certificate in First Aid
- Building Manager (Residential) Certificate
- Recent, related experience of two years
Or an equivalent combination of education, training, and experience
Or other Qualifications determined to be reasonable and relevant to the level of work

Typical Skills and Abilities

- Ability to communicate effectively, both verbally and in writing
- Ability to deal with others effectively
- Physical ability to carry out the duties of the position
- Ability to operate related equipment
- Ability to plan, organize, and prioritize