



15. Qualifications Required For Effective Performance

- a. Education: **Completion of Primary School is required.**
- b. Prior Work Experience: **Six months experience in custodial/janitorial work.**
- c. Post Entry Training: **Basic SHEM safety training.**
- d. Language Proficiency: List both English and host country language(s) proficiency requirements by level (II, III) and specialization (sp/read).  
**Level III (Good Working Knowledge) Read/Write/Speak of the English Language skill is required.**
- e. Job Knowledge  
**Incumbent must have good working knowledge of the safe use of cleaning chemicals/products and cleaning machines.**
- f. Skills and Abilities  
**Ability to work independently and with minimal supervision; must get along well with colleagues and must take the initiative to perform the duties of the position. Must be able to work on ladders at 12 – 20 feet tall when cleaning windows and other outside areas. Must have a valid driver’s license. Must be able to pass a physical examination as an occasional driver and must be able to maintain the medical certification for continued employment.**

16. Position Element

- a. Supervision Received: **Incumbent is directly supervised by the FSN Facility Manager.**
- b. Supervision Exercised: **Incumbent directly supervises five Janitors.**
- c. Available Guidelines: **SHEM Safety guidelines and other guidelines on safe use of cleaning chemicals and cleaning equipment.**
- d. d. Exercise of Judgment: **Incumbent exercises judgment when creating regular and monthly cleaning schedules to accommodate the customer’s needs. Exercises judgment to reorganization of assigned daily tasks to deal with urgent matters.**
- e. Authority To Make Commitments  
**None**
- f. Nature, Level, and Purpose of Contacts: **Direct supervisor, team members and basic communication with other members of staff when soliciting cleaning needs.**
- g. Time Expected to Reach Full Performance Level  
**Six months.**

## **14. Major Duties And Responsibilities (Continue)**

### **General Cleaning**

**75% OF THE TIME**

Schedules and performs the cleaning of all offices and other work areas, public areas and entrances, hallways, bathrooms, water fountains, and storage areas, including outlying buildings, the CACs and U.S. Government leased residences during transition periods.

- These duties include but are not limited to emptying the trash, replacing liners in the trash containers, polishing, cleaning restrooms and stocking adequate supplies in the restrooms (toilet paper, paper napkins and hand soap), cleaning interior and exterior windows, cleaning of refrigerators, washing dishes and other utensils, sweeping, polishing, dusting, mopping, vacuuming, shampooing carpets, washing the coffee pots, washing linens/towels for Welcome Kits, ironing linens and tablecloths used for official functions. This includes daily, monthly, quarterly and annual tasks.
- Reports building maintenance problems encountered during the day.
- Keeps cleaning items and equipment clean and in good condition.
- Ensures that the small cleaning supply room is adequately stocked with necessary cleaning supplies at all times, and submits replenishing requests to the warehouse in a timely fashion. Keeps records to account for supplies used.
- Ensures that the sidewalk and the external façade of the buildings are cleaned according to the maintenance schedules.
- Removes accumulated garbage from the compound and dispose them at the garbage dump.

### **Supervisory Responsibility**

**20% of the Time**

Incumbent is required to prepare Work and Development Plans (WDP) and Employee Performance Reports (EPR) for five (5) Janitors. Assigns tasks, explain proper procedures and methods, ensures instructions are understood, motivates subordinates in order to bring about better work performance and follows through on all assigned tasks. Responsible for inspecting tasks completed by the Janitors to ensure that quality assurance and safety standards are complied with.

As team leader/supervisor, incumbent has the main responsibility for team's safe use of all cleaning equipment. This includes power vacuums, vacuum cleaners, shampooers, etc.

### **Other Duties**

**5% of the Time**

Incumbent is required to perform any other duties which may be assigned, including casual labor or other duties as may be required by the General Services Office or the Facility Maintenance Section and assisting with and at official functions such as 4<sup>th</sup> of July, Awards ceremony etc.