

**Benchmark Title****BUILDING MAINTENANCE WORKER****Job Summary**

Performs maintenance & repairs related to buildings, grounds and equipment, in one or more areas such as electrical, plumbing, painting and grounds-keeping.

**Key Duties and Responsibilities**

1. Establishes, monitors, and carries out preventative maintenance procedures and schedules for buildings, equipment and grounds. Ensures building and equipment meet all safety, security and fire regulations and policies. Makes recommendations for major repairs and purchases to supervisor.
2. Performs carpentry, electrical, painting, mechanical and plumbing maintenance and repairs such as repairing furniture, constructing shelves, installing switches, replacing plugs and other basic appliance repairs, applying paint and other finishes, repairing drywall, disassembling and reassembling equipment, replacing sinks and toilets and applying finishing material such as linoleum.
3. Monitors work performed by contractors, prepares estimates of labour and material costs, contacts external contractors and trades people to obtain quotes and arranges for major repairs and maintenance work.
4. Collects and removes garbage and recyclable materials and ensures the safe disposal of hazardous waste.
5. 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.
6. Completes and maintains related records such as maintenance logs and security incident reports.
7. Transports equipment, furniture and supplies manually and/or using aides such as dollies and carts. Operates a motor vehicle to pick up and move goods and supplies. Arranges furniture for special events.
8. Performs other related duties as required.

**Qualifications***Education and Knowledge*

Grade 10, plus related vocational training such as a building maintenance course.

*Training and Experience*

Two (2) years recent related experience.

Or an equivalent combination of education, training and experience.

# COMMUNITY SOCIAL SERVICES JOB EVALUATION PLAN

## RATING RATIONALE

**BENCHMARK TITLE:     Building Maintenance Worker**

FACTOR	REASON FOR CLASSIFICATION	DEGREE	POINTS
1	Education and Knowledge – Requires grade 10 plus related vocational training such as building maintenance course	2	38
2	Training and Experience – Requires 2 years recent related experience	4	100
3	Physical Demands – Often pushes, pulls, lifts or carries heavy weights	6	42
4	Concentration – Often conducts inspections, sometimes performs detailed craft work	4	33
5	Independence – Guided by general procedures or instructions, uses past practice or previous instruction to perform maintenance and repairs and establish preventive maintenance plans and schedules	4	57
6	Judgement – Assess maintenance and repair requirements and choose an approach using accepted procedures, techniques, and equipment to perform maintenance and repairs	4	57
7	Leadership/Supervision – Work involves monitoring the work of contractors	2	40
8	Accountability – – Errors in maintenance and repairs may impact work flow, create rework or cause limited waste of resources	3	43
9	Communication – Facilitates joint effort in arranging repairs and monitoring work of contractors	4	57
10	Care of Individuals – Little or no responsibility	1	10
11	Environment/Working Conditions – Often exposed to highly undesirable working conditions including chemicals such as paint, stains, cleaning agents and glue when performing basic painting, plumbing and carpentry work; requires specific safety precautions to mitigate risk of injury	6	50
Total Points			527

**Benchmark Title****COOK****Job Summary**

Develops menu plans, prepares meals, and oversees the operation of the eating and cooking facilities.

**Key Duties and Responsibilities**

1. Develops a breakfast, lunch and dinner menu plan in accordance with accepted nutritional guidelines such as Canada's Food Guide for Healthy Eating and the individual dietary needs of the clients.
2. Prepares, cooks and serves meals and snacks, including those for special dietary needs and special occasions, in accordance with safety and health standards and the menu plan.
3. Oversees the operation of the eating and cooking facilities and equipment and ensures their cleanliness and maintenance. Reviews the meal preparation needs of the organization. Purchases equipment to meet those needs within approved budget limits. Maintains an inventory of all related equipment.
4. Purchases and orders food items necessary for the preparation of meals. Ensures that purchases are within approved budget limits. Maintains an inventory of food and other related items. Stores food items.
5. Performs other related duties as required.

**Qualifications*****Education and Knowledge***

Grade 10, plus graduation from a program in institutional or residential quantity cooking.

***Training and Experience***

One (1) year recent related experience.

Or an equivalent combination of education, training and experience.

# COMMUNITY SOCIAL SERVICES JOB EVALUATION PLAN

## RATING RATIONALE

**BENCHMARK TITLE: Cook**

FACTOR	REASON FOR CLASSIFICATION	DEGREE	POINTS
1	Education and Knowledge – Requires equivalent of grade 10 with graduation from a cooking program	2	38
2	Training and Experience – Requires 1 year recent related experience	3	75
3	Physical Demands – Sometimes lifts and carries heavy food supplies	5	35
4	Concentration – Often smells and observes in preparation of food involving moderate level of stress on the senses	4	33
5	Independence – Work is guided by general instructions such as nutritional requirements of clients and requires selecting alternative courses of action to develop menus, purchase food and equipment and oversee the operation of the eating and cooking facilities	4	57
6	Judgement – Assesses requirements to develop menu, purchase food and equipment and oversee operation of the eating and cooking facilities	4	57
7	Leadership/Supervision – Provide guidance or assistance to other staff in areas such as procedures and work methods re: cooking and eating facilities	2	40
8	Accountability – Work results are detected after the fact via client complaints; work is evaluated for compliance with nutritional requirements and overall appropriateness; errors may result in moderate loss of time to rework and waste of food	4	57
9	Communication – Resolves problems related to purchase of food and equipment and operation of cooking and eating facilities requiring explanation of information	3	43
10	Care of Individuals – Ensures dietary and nutritional needs are met	3	30
11	Environment/Working Conditions Often exposed to moderately undesirable working conditions in the form of heat and steam from ovens and stoves and food; often faced with multiple demands with deadlines to cook, order supplies and keep within budget limits	5	42
<b>Total Points</b>			<b>507</b>

**Benchmark Title****HOUSEKEEPER****Job Summary**

Performs routine cleaning, minor maintenance and service functions in the organisation's buildings or in a residence.

**Key Duties and Responsibilities**

1. Cleans, washes and disinfects building areas such as walls, windows, ceilings, floors, carpets, air vents, furniture, mattresses, blinds and washrooms by methods such as dusting, polishing, vacuuming, sweeping, wet mopping, shampooing, waxing and buffing using various manual and power cleaning equipment. Cleans, dusts and wipes down various appliances and accessories.
2. Collects and disposes of refuse and maintains clean refuse areas; performs spot clean-ups as required.
3. Secures the building by arming alarms and locking doors and windows.
4. Reports any non-routine maintenance needs to the supervisor. Performs minor maintenance such as changing light bulbs, unplugging sinks and toilets and replacing tap washers.
5. Changes and makes beds. Keeps an inventory of linens.
6. Launders and mends clothes and linens.
7. Assists in the preparation of meals and/or snacks; maintains the food inventory.
8. Performs other related duties as required.

**Qualifications***Education and Knowledge*

Grade 10.

*Training and Experience*

One (1) month recent related experience.

Or an equivalent combination of education, training and experience.

# COMMUNITY SOCIAL SERVICES JOB EVALUATION PLAN

## RATING RATIONALE

**BENCHMARK TITLE:** Housekeeper

FACTOR	REASON FOR CLASSIFICATION	DEGREE	POINTS
1	Education and Knowledge – Requires Grade 10	1	19
2	Training and Experience – Requires up to 1 month recent related experience	1	25
3	Physical Demands – Often lifts and carries heavy weights	6	42
4	Concentration – Often checks area for cleanliness	2	17
5	Independence – Makes minor changes to established routines in performing housekeeping tasks	1	14
6	Judgement – Follows schedules or set routines in performing housekeeping tasks	1	14
7	Leadership/Supervision – Little or no responsibility	1	20
8	Accountability – Errors are obvious and result in lost time for worker to correct	1	14
9	Communication – Exchange/explains factual information involving no conflict	1	14
10	Care of Individuals – Performs simple food preparation, cleaning	1	10
11	Environment/Working Conditions – Often exposed to highly undesirable working conditions in the form of contact with refuse, waste and toilets	6	50
Total Points			239

**Benchmark Title****JANITOR****Job Summary**

Performs routine cleaning and minor maintenance of buildings and grounds.

**Key Duties and Responsibilities**

1. Cleans, washes and disinfects building areas such as walls, windows, ceilings, floor, carpets, air vents, furniture, mattresses, blinds and washrooms by methods such as dusting, polishing, vacuuming, sweeping, wet mopping, shampooing, waxing, buffing, using various manual and power cleaning equipment.
2. Collects and disposes of refuse and maintains clean refuse areas; performs spot clean-ups as required.
3. Maintains and cleans parking lots and sidewalks using hand and powered brooms, rakes, shovels and other equipment to remove dirt, leaves, snow and other refuse; performs minor gardening tasks such as mowing and trimming lawn, weeding, watering.
4. Performs minor maintenance on buildings, grounds, furniture, electrical fixtures and plumbing; such as unplugging sinks and toilets, replacing tap washers, light bulbs.
5. Sets up furniture for functions and meetings. Maintains various logs, key registers and other records; assists in taking inventory; orders and maintains janitorial supplies.
6. Secures the building by arming alarms, locking doors and windows.
7. Performs other related duties as required.

**Qualifications***Education and Knowledge*

Grade 10.

*Training and Experience*

One (1) month recent related experience.

Or an equivalent combination of education, training and experience.

# COMMUNITY SOCIAL SERVICES JOB EVALUATION PLAN

## RATING RATIONALE

**BENCHMARK TITLE:     Janitor**

FACTOR	REASON FOR CLASSIFICATION	DEGREE	POINTS
1	Education and Knowledge – Requires Grade 10	1	19
2	Training and Experience – Requires up to and including 1 month recent related experience	1	25
3	Physical Demands – Often lifts and carries heavy weights	6	42
4	Concentration – Sometimes checks work areas for cleanliness	2	17
5	Independence – Guided by set routines, which are well defined; makes minor changes to complete tasks	1	14
6	Judgement – Follows set routines to clean building areas and perform minor maintenance	1	14
7	Leadership/Supervision – Little or no responsibility	1	20
8	Accountability – Errors are obvious and result in loss of time for worker to correct	1	14
9	Communication – Exchange/explain factual information involving no conflict	1	14
10	Care of Individuals – Work involves cleaning living areas	1	10
11	Environment/Working Conditions – Often exposed to highly undesirable working conditions in the form of contact with refuse waste and toilets	6	50
Total Points			239



**Benchmark Title****PASSENGER VEHICLE DRIVER****Job Summary**

Operates a motor vehicle to transport passengers between designated locations; picks up and drops off passengers.

**Key Duties and Responsibilities**

1. Operates a motor vehicle to transport passengers to and from designated locations.
2. Picks up and drops off passengers at designated locations, assisting them in boarding and disembarking the vehicle as necessary. Operates lifts, such as wheelchair lifts, to board passengers as necessary.
3. Ensures the safety of passengers by performing duties such as informing passengers of and ensuring compliance with safety precautions, ensuring that wheelchairs and child restraints are secured, and managing problems and emergencies that arise in accordance with established guidelines.
4. Performs routine inspection and maintenance duties on vehicles and equipment such as cleaning and fuelling vehicles, checking fan belts, lights and tires and maintaining fluid levels. Recommends vehicle and equipment repairs as required.
5. Maintains related records in accordance with established procedures and guidelines.
6. Performs other related duties as required.

**Qualifications*****Education and Knowledge***

Grade 10, plus valid BC driver's license.

***Training and Experience***

One (1) year recent related experience.

Or an equivalent combination of education, training and experience.

# COMMUNITY SOCIAL SERVICES JOB EVALUATION PLAN

## RATING RATIONALE

**BENCHMARK TITLE:     Passenger Vehicle Driver**

FACTOR	REASON FOR CLASSIFICATION	DEGREE	POINTS
1	Education and Knowledge – Requires completion of Grade 10, plus valid motor vehicle license	1	19
2	Training and Experience – Requires up to 1 years recent related experience	3	75
3	Physical Demands – Occasionally push, pull, lift or carry clients in awkward positions	5	35
4	Concentration – Often observes clients and traffic flows	4	33
5	Independence – Work is guided by specific procedures; responds to clients needs and emergencies in accordance to established guidelines	2	29
6	Judgement –Selects known actions in assisting clients in boarding and disembarking the vehicle and ensuring the safety of clients	2	29
7	Leadership/Supervision – Little or no responsibility	1	20
8	Accountability – Work has direct impact on service and on passengers; errors result in work flow disruption such as clients being late for appointments or activities	3	43
9	Communication – Clarifies factual information to settle requests of clients	2	29
10	Care of Individuals – Work involves observing and controlling the movement of clients	3	30
11	Environment/Working Conditions – Pace of work is controlled by set schedules; often faced with multiple demands with very tight time pressures to finish pickups and drop-offs; works in all weather conditions	6	50
Total Points			392

**Benchmark Title****RETAIL SUPERVISOR****Job Summary**

Oversees the operation of a retail store and performs duties to ensure its smooth operation as required. Orients, trains, schedules, monitors and provides direction to store staff and volunteers.

**Key Duties and Responsibilities**

1. Orients, trains, schedules, monitors, evaluates and provides direction to store staff and volunteers; complete timesheets and attendance records.
2. Promotes the store by performing duties such as placing advertisements in newspapers, on radio and television and attending trade shows.
3. Purchases products for sale and purchases supplies.
4. Receives product donations and prepares them for display in the store according to established policies by performing duties such as sorting, pricing, folding, hanging and maintaining related records.
5. Maintains or changes product displays including those required for periodic sale events.
6. Performs product inventory in accordance with established policies and maintains related records.
7. Greets and assists customers with product selection.
8. Operates cash register and processes cash, debit card, and credit card sale transactions.
9. Handles cash and receipts for the sale of merchandise by performing duties such as counting the float, balancing cash, providing change, sorting and securing cash.
10. Prepares and makes bank deposits; maintains financial records such as the daily journal.
11. Opens and closes the store by performing duties such as placing and removing signage, opening and closing tills, unlocking and securing the store.
12. Provides information about the retail store(s) and service(s) to members of the public in person and over the phone.
13. Maintains the cleanliness of the store by ensuring that maintenance duties are completed and by performing duties such as cleaning windows, sweeping floors and dusting product shelves as required.
14. Performs other related duties as required.

**Qualifications*****Education and Knowledge***

Grade 12.

***Training and Experience***

Two (2) years recent related experience, including one (1) year supervisory experience.

Or an equivalent combination of education, training and experience.

# COMMUNITY SOCIAL SERVICES JOB EVALUATION PLAN

## RATING RATIONALE

**BENCHMARK TITLE:     Retail Supervisor**

FACTOR	REASON FOR CLASSIFICATION	DEGREE	POINTS
1	Education and Knowledge – Requires Grade 12	2	38
2	Training and Experience – Requires 2 years recent related experience including one year supervisory experience	4	100
3	Physical Demands – Sometimes kneels, bends, crouches, reaches or stretches to cashier and maintain inventory; occasionally lifts and carries moderate weight items	3	21
4	Concentration – Often focuses on documents while performing inventory, cashier and purchasing functions	4	33
5	Independence – Guided by general procedures or instructions, selects amongst alternative courses of action to supervise retail workers, maintain price and inventory control systems	4	57
6	Judgement – Assesses inventory levels to guide purchasing decisions; assesses the performance of retail workers to conduct performance evaluation and provide direction	4	57
7	Leadership/Supervision – Supervises retail workers by scheduling and assigning work, providing input to evaluations, and determining and providing training	4	80
8	Accountability – Work performed and decisions made have direct impact on the operation of the retail store and other programs through revenue enhancement. Errors may cause moderate financial loss	5	71
9	Communication – Facilitates participation and joint effort of retail workers and volunteers to operate a retail store; retail workers and volunteers are normally cooperative.	4	57
10	Care of Individuals – Little or no responsibility.	1	10
11	Environment/Working Conditions – Pace of work is usually controlled by the employee, but once in a while there are some time pressures to finish specific job tasks such as completing timesheets and performing inventory	2	17
<b>Total Points</b>			<b>541</b>

**Benchmark Title****RETAIL WORKER****Job Summary**

Prepares products for sale in a retail store. Maintains product displays, assists customers with purchases and processes transactions.

**Key Duties and Responsibilities**

1. Receives product donations and prepares them for display in the store according to established guidelines by performing duties such as sorting, pricing, folding, hanging and maintaining related records.
2. Maintains or changes product displays including those required for periodic sale events.
3. Greets and assists customers with product selection.
4. Operates cash register and processes cash, debit card, and credit card sale transactions.
5. Handles cash and receipts for the sale of merchandise by performing duties such as counting the float, balancing cash, providing change, sorting and securing cash.
6. Opens and closes the store by performing duties such as placing and removing signage, opening and closing tills, unlocking and securing the store.
7. Provides information about the retail store(s) and service(s) to members of the public in person and over the phone.
8. Maintains the cleanliness of the store by performing duties such as cleaning windows, sweeping floors and dusting product shelves.
9. Performs other related duties as required.

**Qualifications*****Education and Knowledge***

Grade 12.

***Training and Experience***

One (1) year recent related experience.

Or an equivalent combination of education, training and experience.

# COMMUNITY SOCIAL SERVICES JOB EVALUATION PLAN

## RATING RATIONALE

**BENCHMARK TITLE:     Retail Worker**

FACTOR	REASON FOR CLASSIFICATION	DEGREE	POINTS
1	Education and Knowledge – Requires Grade 12	2	38
2	Training and Experience – Requires 1 year recent related experience	3	75
3	Physical Demands – Often kneels, bends, crouches, reaches or stretches to cashier and maintain inventory; sometimes lifts and carries moderate weights, occasionally lifts and carries heavy weights	4	28
4	Concentration – Sometimes requires a moderate level of concentration in examining the condition of goods and performing cashier duties	3	25
5	Independence – Guided by specific procedures that have oral instruction, changes the order of completion in performing cashiering, stocking and cleaning duties	2	29
6	Judgement – Selects amongst known actions while cashiering, stocking and cleaning	2	29
7	Leadership/Supervision – Little or no responsibility	1	20
8	Accountability – Work may indirectly impact success of retail store; errors may result in loss of own time to correct; work is controlled by adherence to instructions	2	29
9	Communication – Deals with and settles requests of customers by clarifying factual information	2	29
10	Care of Individuals – Little or no responsibility	1	10
11	Environment/Working Conditions – Pace of work is usually controlled by the employee, but sometimes there are some time pressures to finish specific job tasks such as completing cash transactions and changing product displays for sale events	3	25
Total Points			337

**Benchmark Title****TRUCK DRIVER****Job Summary**

Operates a motor vehicle to transport goods between designated locations; picks up, delivers, loads and unloads goods at designated locations.

**Key Duties and Responsibilities**

1. Operates a motor vehicle such as a car, a van or a truck to transport goods to and from designated locations.
2. Picks up, delivers, loads and unloads goods such as materials, supplies and donated items. Ensures that the goods conform to established guidelines. Ensures that the goods are placed securely in the vehicle.
3. Plans driving routes to complete scheduled pick-ups and drop-offs.
4. Performs routine inspection and maintenance duties on vehicles and equipment such as cleaning vehicle, fuelling vehicle, checking fan belts, lights and tires and maintaining fluid levels. Recommends vehicle and equipment repairs as required.
5. Maintains related records in accordance with established procedures and guidelines.
6. Directs assistants and/or volunteers in the loading and unloading of the vehicle.
7. Performs other related duties as required.

**Qualifications***Education and Knowledge*

Grade 10, plus valid BC Driver's license.

*Training and Experience*

Six (6) months recent related experience.

Or an equivalent combination of education, training and experience.

# COMMUNITY SOCIAL SERVICES JOB EVALUATION PLAN

## RATING RATIONALE

**BENCHMARK TITLE:**     **Truck Driver**

FACTOR	REASON FOR CLASSIFICATION	DEGREE	POINTS
1	Education and Knowledge – Requires Grade 10, plus valid motor vehicle license	1	19
2	Training and Experience – Requires 6 months recent related experience	2	50
3	Physical Demands – Often lifts and carries heavy weights such as furniture and other donated goods	6	42
4	Concentration – Often observes traffic flows and patterns; processes are straight-forward and repetitive	4	33
5	Independence – Work is guided by specific procedures but may involve changing planned route to complete schedule	2	29
6	Judgement – Judgement required to determine priorities in planning route and recognize known differences in driving, maintenance and loading	3	43
7	Leadership/Supervision – Provides guidance in work methods and procedures to assistants and volunteers	2	40
8	Accountability – Work is controlled by monitoring adherence to instructions; errors may result in limited damage to the truck and may result in minor delays	2	29
9	Communication – Exchanges factual information involving little conflict	1	14
10	Care of Individuals – Little or no responsibility	1	10
11	Environment/Working Conditions – Pace of work is controlled by set schedules; often faced with multiple demands with very tight time pressures to finish pickups and drop-offs. Works in all weather conditions.	6	50
<b>Total Points</b>			<b>359</b>