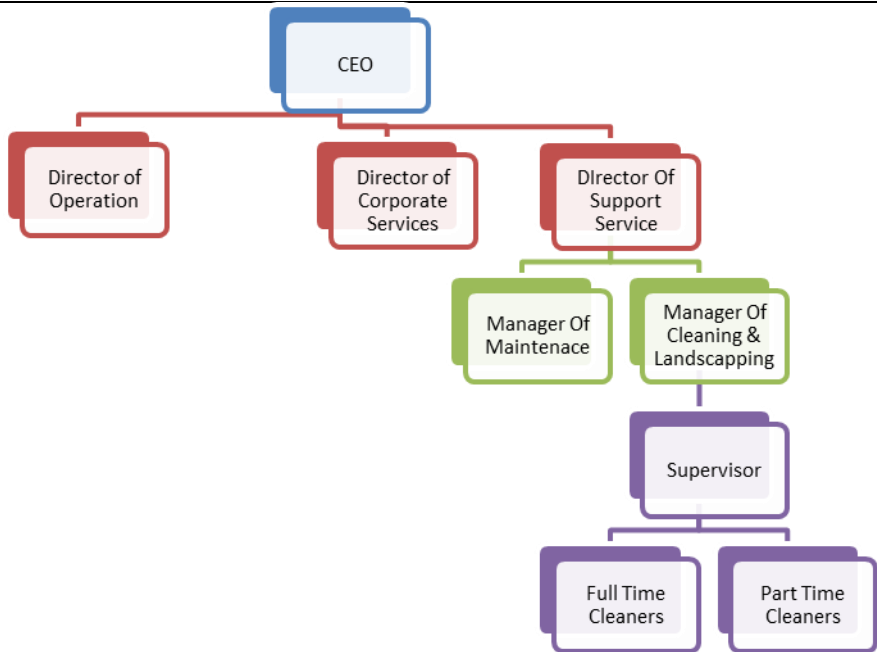


JOB TITLE	FULL TIME CLEANER
JOB SIZE	135
BAND	A
GRADE	4
WORK UNIT	CLEANING & LANDSCAPING SERVICES
RESPONSIBLE TO	Manager Cleaning & Landscaping Services
RESPONSIBLE FOR	-
JOB PURPOSE	To ensure the daily cleaning of airport facilities/buildings, grounds and landscaping, including other areas allocated by the Manager/Supervisor are carried out in an efficient and effective manner.
DATE LAST REVIEWED	JUNE 2021
ORGANIZATION CONTEXT	 <pre> graph TD CEO[CEO] --> DO[Director of Operation] CEO --> DCS[Director of Corporate Services] CEO --> DSS[Director Of Support Service] DSS --> MOM[Manager Of Maintenance] DSS --> MCL[Manager Of Cleaning & Landscapping] MCL --> Supervisor[Supervisor] Supervisor --> FTC[Full Time Cleaners] Supervisor --> PTC[Part Time Cleaners] </pre>
IMPORTANT FUNCTIONAL RELATIONSHIPS	<div> Internal Contacts CEO Director Support Services Manager Cleaning & Landscaping Services Supervisor Cleaning & Landscaping Services All staff </div> <div> External Contacts Public </div>
KEY RESULT AREAS	KEY TASKS
Customer Services	<ul style="list-style-type: none"> Customer Care – Ensure to provide customers with a clean and comfortable environment. Be courteous and well-mannered and well-groomed at all times. <ul style="list-style-type: none"> Be helpful to customers at all times. Participate in meetings/briefings and training sessions conducted by the Supervisor and outside sources.

Cleaning	<ul style="list-style-type: none"> • Customer Complaints – Ensure that you attend promptly to all complaints made by the customers. • Ensure areas are cleaned and maintained to competent standard. <ul style="list-style-type: none"> ○ Cleaning/scrubbing/wiping walls, glass walls, beams, columns, chairs, seats, windows, signages, stands, walkways top and bottom, sweeping floors, Mopping floors, using chemicals, sinks, dishes, appliances, conveyor, ○ Grounds – rubbish raked/swept & pickup from the carpark area and domestic area ○ Landscaping –weed, gardens, trim plants, • Consistency and thoroughness is required of performance at all times. • Fill and sign off checklists after each task. • Carry out routine checks to ensure all areas are clean and maintained. • Report and record faults and deficiencies. • Carry out flight operation duties day or night. • Assist where available with agency and concessionaires when cleaning is required.
Landscaping	<ul style="list-style-type: none"> • Gardens, pot plants are clear of weeds, trimmed and well maintained at all times.
Safety	<ul style="list-style-type: none"> • Proper safety gear must be used at all times. • All security protocols are followed at all times. • Proper use of chemicals as trained and stored in a safe designated area. • Equipment and materials are used and stored in a safe designated area.
Health & Fitness	<ul style="list-style-type: none"> • Actively participate and successfully complete health & wellness activities and results recorded for reporting to HR on a timely basis
PERFORMANCE MEASURES	
Customer Services	<ul style="list-style-type: none"> • Relaxing and seamless ambience of all airport facilities • Compliments received and no complaints.
Cleaning	<ul style="list-style-type: none"> • Cleaning competencies and standards achieved. Consistency and thoroughness of cleaning
Safety	<ul style="list-style-type: none"> • Chemicals are used correctly and safely. • Correct safety gear is worn at all times
Landscaping	<ul style="list-style-type: none"> • Gardens, potplants are well maintained at all times.
Health & Fitness	<ul style="list-style-type: none"> • Actively participate & successfully complete health & wellness activities with results recorded for reporting to HR on a timely basis.

WORK COMPLEXITY	Ensuring all Airport Authority facilities are kept and maintained clean and comfortable for all airport users. Consistency and thoroughness of performance at all times.	
KEY RELATIONSHIP SKILLS	<ul style="list-style-type: none">• Staff – courtesy, understanding others, giving and receiving information• Public - courtesy, giving and receiving information, explaining things to people, clarifying needs.	
PERSON SPECIFICATIONS		
Qualifications		
Essential Qualification	Desirable Qualifications	
3 years at secondary college	NCEA Level 1	
KNOWLEDGE & EXPERIENCE		
Essential	Desirable	
2 Years commercial cleaning Sound understanding of cleaning responsibilities. Good work ethics. Attention to cleanliness, thoroughness and tidiness. Able to work unsupervised.	Professional Commercial Cleaner Extensive knowledge and experience of cleaning Working experience in dealing with customers	
Personal Attributes & Health:		
<ul style="list-style-type: none">1. Have good physical health to attend to different cleaning duties and meeting performance standards,2. Have emotional balance in situations which involve meeting conflicts and a clear communicator3. Being proactive to respond to sudden situations		
KEY SKILLS / ATTRIBUTES / JOB SPECIFICS COMPETENCIES		
Expert	Fully conversant with all applications of the skill/knowledge in a range of environments / would be recognised by others as expert in this skill / could be expected to train others in this skill.	
Advanced	Thorough understanding of skills / knowledge are / able to pass on skills in this area/ recognised by colleagues as having proven skills / knowledge in this area.	
Working	Sufficient skill to apply in a day to day operations in a fluctuation environment / does not require supervision for routine tasks.	
Awareness	Limited understanding of skill / knowledge area. Sufficient in order to perform basic task.	
KEY BEHAVIOURS		
Measured against the following Key Behaviours as part of Performance Development		
<ul style="list-style-type: none">1. Behave in ways which provide Customers with a positive experience when using the airport.2. Demonstrate effective communication.3. Promote environmental and social responsibility.4. Demonstrate effective teamwork.		

The Job Description may be reviewed annually as part of the performance planning phase of the Performance Development System. This review will be carried out by the Manager and the Job holder.

APPROVED:

Joseph Ngamata
Chief Executive
Airport Authority

Date