

Caretaking Services – Subsidiary 12

APS Benchmark Listings

Sub.	Bench- mark No.	Department	Working Title Job Title	Know-How				Creativity/ Problem Solving		Responsibility		Total Points
				Prof./ Cont.	Comp. Div.	H.R. Skills	Points	%	Points	Profile	Points	
Caretaking Services 3 (Point Range 192 - 227)												
12	124CT01	Infrastructure	Caretaker Supervisor	C+	I	2	132	25	33	R1	38	203
Caretaking Services 2 (Point Range 161 - 191)												
12	123CT01	Infrastructure	Caretaker Shift Lead	C	1	2	115	22	25	R1	29	169
Caretaking Services 1 (Point Range 85 - 134)												
12	121CT01	Infrastructure	Caretaker	B+	T	1	66	16	10	R1	12	88

Last Review / Update: July 2026

[Back to top](#)

Subsidiary 12

Benchmark Evaluation – 124CT01

Identification Section

Working Title:	Caretaker Supervisor
Department:	Infrastructure
Division, Branch/Unit:	Properties, Property Management
Reports To:	Facility Coordinator
Levels to D.M.:	6
Job Description:	124CT01
Minimum Recruitment Standard:	See Minimum Recruitment Standards for Caretaking Services
Job Code:	124CT - Caretaking Services 3

Comments on Role

Reporting to the Facilities Coordinator, the Caretaker Supervisor is responsible for the overall provision of caretaking/custodial services at a government owned facility. The position ensures client department function programs are supported through the provision of safe, effective, and efficient services. The position directly supervises Caretaker Shift Leads including staff, work assignments and quality of work performed.

Evaluation

Knowledge	Creativity / Problem Solving	Responsibility	Total Job Points
C+ I 2 132	25% 33	R1 38	203

Comments on Evaluation

▪ Knowledge:

Professional/Content Knowledge:

The Caretaker Supervisor requires a wide range of knowledge, gained through considerable experience, of caretaking/custodial operations, standards/practices, Occupational Health and Safety (OHS), equipment and materials, and Workplace Hazardous Materials Information System (WHMIS) to provide overall direction and delivery of services to assigned facility/facilities. Requires strong supervisory skills and experience necessary for the supervision of a large work force. The push (+) on the C recognizes the additional administrative knowledge of budgeting, purchasing/procurement and planning requirements. The D rating is not supported as for the most part the knowledge is gained through on the job experience and training.

Complexity and Diversity:

The position is responsible for planning, coordinating, scheduling and overall quality of caretaking services to meet assigned facility and client requirements. Monitors work to ensure staff are appropriately trained in work methods and safety requirements.

Human Relations Skill:

[Back to top](#)

Requires strong interpersonal skills to effectively communicate/interact with a variety of different stakeholders such as clients, vendors, and/or contractors. As the overall supervisory position, requires skills to motivate staff and deal with performance and other staff issues/concerns.

- **Creativity/Problem Solving:**

The Caretaking Supervisor works within an established framework of standards, guidelines and past practices governing the delivery of day-to-day caretaking services. Within the guidelines, tasks are governed by diversified procedures and the position has latitude in determining the appropriate approach to resolving differing caretaking needs and client requests. There is also some latitude for decision making in the daily scheduling and assigning staff, approval of leave, and initial performance concerns. The position tracks usage of caretaking supplies and need for equipment maintenance and initiates procurement to meet requirements within established standards and budget allotments; and as required makes recommendations for the replacement and/or purchase of equipment. There is readily available access to their supervisor for circumstances that are beyond standard or involve administrative matters. The 29% rating is not supported as the work is standard and is not performed within a framework of diversified guidelines.

- **Responsibility:**

Service delivery role, responsible for the overall delivery and quality of caretaking services within assigned government owned facilities.

Last reviewed: April 2025

Subsidiary 12 Benchmark

Job Description – 124CT01

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

Reporting to the Facilities Coordinator, the Caretaker Supervisor is responsible for provision of caretaking services at Government owned facilities. Primary areas of responsibility are:

- Establish Standards and Procedures.
- Monitor and Control.
- Communicate, plan, and procure.

The Caretaker Supervisor position will function within a demanding, time and quality sensitive framework. Developing and maintaining positive client relations is a key requirement. The most significant contribution to the organization is to ensure client department function programs are supported through the provision of safe, effective, and efficient property management services.

Responsibilities and Activities

(The purpose of the job can be broken down in different responsibilities and end results. Each end result shows what the job is accountable for, within what framework and what the added value is. Normally a job has 4-8 core end results. For each end result, approximately 3 major activities should be described.)

- Analyse and document caretaking tasks to be performed.
- Communicate standards to staff.
- Collaborate with Caretaker Shift Leads and industry representatives.
- Analyse and document caretaking procedures based upon facility need and industry best practices.
- Train and coach staff.
- Collaborate with industry representatives to determine product and equipment needs.
- Communicate industry-related hazard assessments and safe work procedures.
- Inspect work.
- Align inspection frequency with performed task frequencies.
- Monitor product consumption.
- Compare work performance against established standards and procedures.
- Adjust workforce distribution.
- Provide verbal and written performance feedback.
- Communicate verbal and written corrections to staff related to work procedures and performance.
- Communicate verbal and written corrections to staff related to Master of Collective Bargaining Agreement deviations.
- Communicate With the Facilities Coordinator on any staff issues.
- Communicate with client departments.
- Analyze staffing levels and communicate optimum needs with Facilities Coordinator.
- Analyze product consumption and communicate budget expenditures with Facilities Coordinator.

[Back to top](#)

- Coordinate and implement event set-up requirements as requested by various facility stakeholders.
- Competitively procure caretaking products having Green Leaf or Eco Logo Certification.
- Leverage bulk purchasing opportunities.
- Verify client department satisfaction verbally and written.

Scope

(List specific information that illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

Typical problems solved:

- Daily issues related to responsibilities such as supply chain issues, client, stakeholder and supervisor requests.
- Issues related to supervision of staff such as scheduling, human resources, leave requests, etc.

Types of guidance available for problem solving:

- Guidance available from caretaker peers, caretaker supervisor, various manuals, specifications, and guidelines.
- Works closely with Facilities Coordinator and Facilities Assistant on administrative matters.

Direct or indirect impacts of decisions:

- Decisions made directly impact quality of caretaking and special event services provided to the various client ministries in the facility.

Knowledge, Skills, and Abilities

(Provide a list of the most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others not only diplomas and degrees. Specific training if it is an occupational certification/registration required for the job.)

Knowledge:

- Knowledge of custodial practices, machinery, and related equipment.
- Knowledge of supplies, equipment, and/or services ordering and inventory control.

Skills and Abilities:

- A good understanding of industry-related safety procedures and WHMIS regulations.
- Ability to utilize a computer including word processing, email, 1GX and web browser experience.
- Five years previous experience in a supervisory custodial position, supervising a minimum of five staff.

Contacts

(The main contacts of this position and the purpose of those contacts.)

Some interaction with building clients, government staff, contractors and the public. In order to carry out work requests some clarification will at times be needed as well as acting as liaison with contractors that are contracted for projects in the building. In order to coordinate projects, communication with fellow staff members will be needed. During any major events the general public may be involved depending on the event. Facilities Coordinator - Direct Supervisor.

Supervision Exercised

The position directly supervises Caretaker Shift Leads and other staff.

[Back to top](#)

Subsidiary 12

Benchmark Evaluation – 123CT01

Identification Section

Working Title:	Caretaker Shift Lead
Department:	Infrastructure
Division, Branch/Unit:	Properties, Property Management
Reports To:	Caretaker Supervisor
Levels to D.M.:	7
Job Description:	123CT01
Minimum Recruitment Standard:	See Minimum Recruitment Standards for Caretaking Services
Job Code:	123CT – Caretaking Services 2

Comments on Role

Reporting to the Caretaker Supervisor, the Caretaker Shift Lead is responsible for on-going caretaking of Government owned facilities to ensure asset value is maintained, and to support normal operation of client department functional programs. The position ensures client department programs are supported through the provision of effective and efficient property management services. The Caretaker Shift Lead is a working supervisor and provides guidance, direction and monitoring of in-house caretaking activities.

Evaluation

Knowledge	Creativity / Problem Solving	Responsibility	Total Job Points
C I 2 115	22% 25	R1 29	169

Comments on Evaluation

▪ Knowledge:

Professional/Content Knowledge:

The Caretaker Shift Lead requires knowledge of industry related caretaking procedures and practices, equipment and materials, gained through experience, related to the cleaning and maintenance of facilities. As this position is a supervisor, it must have a solid understanding of Occupational Health and Safety (OHS) and Workplace Hazardous Materials Information System (WHMIS) requirements and operation of related materials and equipment. The C rating reflects the breadth of content knowledge gained through related experience and training integral to the work. A push (+) on the C is not supported as there is no requirement for specialized knowledge or training.

Complexity and Diversity:

The position coordinates, prioritizes and assigns caretaking activities. The Caretaker Shift Lead must understand the functional program needs of the client department in the facilities.

[Back to top](#)

Human Relations Skill:

The position requires communication, supervisory and interpersonal skills to provide direction to staff including assigning, monitoring and reviewing work; and to interact with the client departments of the facilities.

▪ Creativity/Problem Solving:

The position functions within a defined framework of established regulations, guidelines, and standards. Prior job-related knowledge and/or experience guides day-to-day decision making for assigning, monitoring and performing caretaking activities. The position has access to standardized operating procedures and assistance from a supervisor. A 25% rating is not supported because the tasks are routine and there is not diversity in how the tasks are completed.

▪ Responsibility:

Service delivery role, supervising caretaking activities for the maintenance of Government owned facilities.

Last Reviewed: April 2025

Subsidiary 12 Benchmark

Job Description – 123CT01

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

Reporting to the Caretaker Supervisor, the Caretaker Shift Lead is responsible for on-going cleaning of Government owned facilities to ensure asset value is maintained, and to support normal operation of client department functional programs. Primary areas of responsibility are:

- Provide effective supervision to assign, review, coordinate and inspect in-house caretaking activities.
- Perform caretaking work prescribed in Alberta Infrastructure Green Cleaning Specification.
- Provide responsive customers service and maintain excellent client relationships.
- Assist with set-up for ongoing functions within the buildings.

This Caretaker Shift Lead position functions within a demanding, time and quality sensitive framework. Developing and maintaining positive client relations is a key requirement. The most significant contribution to the organization is to ensure client department programs are supported through the provision of effective and efficient property management services.

Responsibilities and Activities

(The purpose of the job can be broken down in different responsibilities and end results. Each end result shows what the job is accountable for, within what framework and what the added value is. Normally a job has 4-8 core end results. For each end result, approximately 3 major activities should be described.)

Supervises and performs caretaking services for designated areas of responsibility, to ensure safe, effective, and efficient facility maintenance and operations, preserve property value and meet client needs:

- Schedules and supervises daily custodial requirements in accordance with building standards. Includes, monitoring staff, inspecting work areas, identifying and correcting deficiencies and providing training.
- Performs cleaning in all areas of the building.
- Collects garbage and recycling from receptacles throughout the building and empties into bins located at shipping docks.
- Sweep, vacuum, mop, strip, wax and buff floors.
- Clean and sanitize public and private washrooms.
- High and low dusting (furniture, pictures, cabinets).
- Cleans and washes all surfaces, ceilings and walls.
- Spot clean carpeted areas.
- Maintains meeting rooms including water, ice, garbage and general cleaning.

Develops and maintains positive client relations by being responsive to client needs to ensure a high level of client satisfaction:

- Respond to client requests in a timely and positive manner.
- Maintains on-going communications to understand functional program needs and address specific concerns.
- Able to complete work while being around high-profile clients with minimal disruption to clients.

Be Aware of Work Site Hazards and Practice Safe Work Methods:

- Monitors staff for safe work procedures and WHMIS compliance.
- Use proper lifting, climbing, bending techniques to prevent injuries.
- Safe use of sanitary chemicals use to disinfect.
- Provide and/or utilize personal protective equipment as recommended by equipment or material manufacturers.

[Back to top](#)

- Inspect and maintain assigned custodial equipment and small tool operating condition.
- General custodial knowledge is required in the safe and efficient operation of floor maintainers, carpet extractors and vacuum cleaners.

Scope

(List specific information that illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

Typical problems solved:

- Daily issues related to responsibilities.
- Issues related to supervision of staff.

Types of guidance available for problem solving:

- Guidance available from caretaker peers, caretaker supervisor, various manuals, specifications, and guidelines.

Direct or indirect impacts of decisions:

- Decisions made directly impact quality of caretaking and special event services provided to the various client ministries in the facility.

Knowledge, Skills, and Abilities

(Provide a list of the most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others not only diplomas and degrees. Specific training if it is an occupational certification/registration required for the job.)

Knowledge:

- Knowledge of custodial practices, machinery, and related equipment.
- Knowledge of supplies, equipment, and/or services ordering and inventory control.

Skills and Abilities:

- A good understanding of industry-related safety procedures and WHMIS regulations.
- Ability to utilize a computer including word processing, email, and web browser experience.
- Ability to assist with set-up of various ongoing functions and events.
- Strong communication skills, verbal and written.
- Supervision experience.

Contacts

(The main contacts of this position and the purpose of those contacts.)

- The position directly supervises caretakers working within Government Owned Facilities.
- The client departments of these facilities are all who have unique and sensitive functional programs and high customer service expectations. Caretaker Supervisor - Direct Supervisor.

Supervision Exercised

Supervision of Staff.

Subsidiary 12

Benchmark Evaluation – 121CT01

Identification Section

Working Title:	Caretaker
Department:	Infrastructure
Division, Branch/Unit:	Properties, Property Management
Reports To:	Caretaker Shift Lead
Levels to D.M.:	8
Job Description:	121CT01
Minimum Recruitment Standard:	See Minimum Recruitment Standards for Caretaking Services
Job Code:	121CT- Caretaking Services 1

Comments on Role

Reporting to the Caretaker Shift Lead, the Caretaker is responsible for the on-going caretaking duties at Government owned facilities according to Alberta Infrastructure Green Cleaning Specifications, Guidelines and Task and Frequency schedules.

Evaluation

Knowledge	Creativity / Problem Solving	Responsibility	Total Job Points
B+ TI 66	16% 10	R1 12	88

Comments on Evaluation

▪ Knowledge:

Professional/Content Knowledge:

The Caretaker requires knowledge of industry-related practices and procedures related to the caretaking and maintenance of the facilities, materials, and related equipment operation as well as Occupational Health and Safety (OHS) procedures and Workplace Hazardous Materials Information System (WHMIS). The B+ rating is to recognize the requirement for knowledge of various equipment and related safety knowledge. A C rating is not supported, as for the most part, knowledge of tasks is gained through on the job experience and training.

Complexity and Diversity:

The Caretaker is responsible for quality caretaking services to meet assigned facility and client requirements. The position is focused on routine tasks and there is little requirement for knowledge beyond their own job.

Human Relations Skill:

The purpose of communication is for the exchange of information, which requires good interpersonal skills to effectively communicate with a variety of different stakeholders such as clients, vendors, and/or contractors.

▪ Creativity/Problem Solving:

[Back to top](#)

The position works within clearly established standard practices and procedures governing the delivery of day-to-day caretaking services. There is readily available access to the Caretaker Team Lead and the Caretaker Supervisor for circumstances that are beyond standard matters. A 19% rating is not supported as the work is standard and routinized and there are few opportunities to exercise judgment.

- **Responsibility:**

Service delivery role, responsible for caretaking duties within assigned government owned facilities.

Last reviewed: April 2025

Subsidiary 12 Benchmark

Job Description – 121CT01

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

Reporting to the Caretaker Shift Lead, the Caretaker 1 is a position responsible for the on-going cleaning at Government owned facilities. This is routine work to ensure maximum asset value is maintained, and client functional programs are supported. Primary responsibilities are:

- Participation with general cleaning of building according to Alberta Infrastructure Green Cleaning Specification, Guidelines and Task and Frequency schedules.
- Assist with event booking set-ups and take downs.
- Performs other duties as required.
- Maintain excellent client relationships in an expeditious response.
- Back-up other Caretakers as required.

This Caretaker 1 position operates within a demanding, time sensitive, and quality framework. Developing and maintaining positive client relationships is a key requirement.

Responsibilities and Activities

(The purpose of the job can be broken down in different responsibilities and end results. Each end result shows what the job is accountable for, within what framework and what the added value is. Normally a job has 4-8 core end results. For each end result, approximately 3 major activities should be described.)

Illustrative Duties and Responsibilities:

- Performs the set up, clean up and take down tasks in cooperation of program requirements and special events.
- Sweeps, dust mops, wet mops, scrubs, and polished floors.
- Dusts and cleans all surfaces, washes windows, and walls.
- Cleans washrooms, replenishes supplies and ensures that proper disinfectants and cleaning methods are used.
- Moves furniture and equipment as required.
- Replaces light globes, fluorescent tubes and cleans light fixtures when requested.
- Wall to wall hot water carpet extraction.
- Shipping/Receiving, scheduling repairs, product orders, and coordination of service contractors.
- Performs other related duties as required.

Client Relations:

- Respond to requests in a timely, accurately and in a positive manner.
- Maintains on-going communications to understand functional program needs as they arise.
- Ability to complete tasks with minimal disruption.

Occupational Health and Safety Operations:

- Awareness of Work Site Hazards and Operate within Practice Safe Work Methods.
- Ensure safe work procedures and WHMIS compliance.
- Use proper lifting, climbing, bending techniques to prevent injuries.

[Back to top](#)

Scope

(List specific information that illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

Typical problems solved:

- Daily issues related to responsibilities.

Types of guidance available for problem solving:

- Guidance available from caretaker peers, caretaker shift lead, and caretaker supervisor.

Direct or indirect impacts of decisions:

- Decisions made directly impact quality of caretaking and special event services provided to the various client ministries in the facility.

Knowledge, Skills, and Abilities

(Provide a list of the most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others not only diplomas and degrees. Specific training if it is an occupational certification/registration required for the job.)

Knowledge:

- Knowledge of custodial practices, machinery, and related equipment.
- Knowledge of supplies, equipment, and/or services ordering and inventory control.

Skills and Abilities:

- A good understanding of industry-related safety procedures and WHMIS regulations.
- Ability to utilize a computer including word processing, email, and web browser experience.
- Ability to assist with set-up of various ongoing functions and events.
- Strong communication skills, verbal and written.

Contacts

(The main contacts of this position and the purpose of those contacts.)

General Public, client Ministries, Legislative Assembly of Alberta, Executive Council.

Supervision Exercised

No Supervision.