

# Janitor

Maintains premises, rest and working areas of offices and industrial buildings in clean and orderly condition. Performs a combination of dusting furniture, walls, fixtures, or equipment; sweeping, scrubbing, mopping, waxing, or buffing floors; removing refuse; polishing furniture, fixtures, or trimmings; providing janitorial supplies; and cleaning lavatories, showers, or rest rooms.

	Level 1	Level 2	Level 3	Level 4
	Janitor I	Janitor II	Janitor III	Sr. Janitor
Knowledge	Little or no knowledge of the job. Moderate understanding of general job aspects and some understanding of the detailed aspects of the job.	Full knowledge of the job. Substantial acquaintance with, and understanding of, general aspects of the job with a broad understanding of the detailed aspects of the job. Ability to train Level I Janitors on basic duties and procedures.	Considerable knowledge of the job. Complete acquaintance with, and understanding of, the general and detailed aspects of the job and their practical applications to problems and situations ordinarily encountered. Able to train other janitors in duties and procedures. Ability to maintain supply inventory.	Extensive knowledge in specialized functions. A wide and comprehensive acquaintance with, and understanding of, both general and specific aspects of the job and their practical application to complex problems and situations ordinarily encountered. Able to train other janitors in duties and procedures. Ability to maintain supply inventory. May direct or lead a few other Maintenance Janitors in their duties.
Supervision Received	Close supervision involving detailed instructions and constant checking on work performance.	General supervision and instructions given for routine work and detailed instructions given for new activities or special assignments.	Limited supervision. No instructions needed on routine work and general instructions given on new lines of work or special assignments.	Minimal supervision. Work may be done without established procedures.
Consequence of Errors	Errors can be easily and quickly detected within the immediate work unit and would result only in minor disruption or expense to correct.	Errors may be detected and corrected but may cause moderate loss of time or customer/user dissatisfaction.	Errors may be difficult to detect and would normally result in loss of customer business, material or equipment to resolve.	Errors are very difficult to detect and would normally require significant expenditures to resolve.
Contacts	Contacts are primarily within immediate work unit. Contacts involve obtaining or providing information requiring little explanation or interpretation.	Contacts are typically with individuals within own department and occasionally with contacts outside own organization. Contacts involve obtaining or providing information or data requiring some explanation or interpretation.	Contacts are frequent with individuals representing other departments and/or representing outside organizations. Contacts involve obtaining or providing information or data on matters of moderate importance to the function of the department or which may be of sensitive nature.	Contacts are frequent with individuals representing outside organizations and/or individuals of significant importance within the company. Contacts involve planning and preparation of the communications, require skill, tact, persuasion and/or negotiation to accomplish the objectives of the communication.
Work Products (Examples may include but are limited to)	Cleaning equipment such as vacuum cleaners, brooms, mops, etc. Use of cleaning solvents and other cleaning products. Use of computer for completing timecards, training and basic email.	Cleaning equipment such as vacuum cleaners, brooms, mops, etc. Use of cleaning solvents and other cleaning products. Use of computer for completing timecards, training and basic email.	Cleaning equipment such as vacuum cleaners, brooms, mops, etc. Also, more complex equipment such as floor buffers. Use of cleaning solvents and other cleaning products. Use of computer for completing timecards, training and basic email.	Cleaning equipment such as vacuum cleaners, brooms, mops, etc. Also, more complex equipment such as floor buffers. Use of cleaning solvents and other cleaning products. Use of computer for completing timecards, training and basic email.
Minimum Education and Experience	No experience required. High School diploma or GED is preferred but not required.	High School diploma or GED is preferred but not required. 1 year experience in a janitorial role.	High School diploma or GED is preferred but not required. 2-3 years experience in a janitorial role with training in specific facility needs.	High School diploma or GED is preferred but not required. 4 years experience in a janitorial role with training in specific facility needs. Ability to perform and train in all areas of the job.