

**The University of Winnipeg**  
**Class Specification**

Revision Date: April 12, 2007  
Page 1.

Classification: Service Worker Lead Hand  
Unit: I.U.O.E.

**CHARACTER OF THIS CLASSIFICATION LEVEL**

The Physical Plant Department is responsible for the maintenance and repair of the physical facilities of the University, including but not limited to all buildings, grounds, furnishings, fixed equipment, shipping, receiving, environmental and postal services.

In positions at this level, incumbents coordinate and perform general maintenance duties and apply specific skills, under the general direction of Physical Plant administration.

**CHARACTERISTIC DUTIES AND RESPONSIBILITIES**

1. Coordinates, schedules and allocates Service Workers' time for: safety, cleanliness and aesthetics of buildings and grounds including but not limited to: furnishings, lights, windows, refuse, snow removal, plantings and lawn care
2. Trains, coordinates and assists Physical Plant Administration in the evaluation of new staff and casual staff hired in Service Worker positions
3. Coordinates and assists as required in the operation of snow removal equipment in the winter and grounds keeping equipment in the summer to maintain the safety, appearance and cleanliness of buildings, entrances, steps, walkways, parking lots and grounds
4. Coordinates and assists as required in lifting and transporting furniture, equipment, boxes etc. to a variety of locations on campus which may include set-ups for special events, convocations, registrations, etc.
5. Coordinates and assists as required in replacing burned out light bulbs
6. Makes regular inspections for general conditions and fire hazards and takes appropriate action
7. Assists in evacuations, according to procedures in a safe and responsible manner
8. Is responsible for security and maintenance of all assigned tools and equipment
9. In consultation with Department Administration, assists with the General Service section of the Physical Plant Department
10. In consultation with Department Administration, is responsible for the upkeep of the Service Worker job sheet and assists in allocation of duties to the Service Workers
11. Is responsible for the care and control of the Sparling Hall stock room including inventory and notification to Department Administration of same and keeps records, estimates and researches cost saving methods for consumable items within Physical Plant
12. Orders materials and equipment as well as maintaining inventory control in the Service Worker Section.
13. Participates in the development of specifications and monitoring the effectiveness and appropriateness of consumables for the Physical Plant (e.g. janitorial supplies, light bulbs, garbage bags, window cleaning, equipment and supplies for the plant)
14. Is responsible for the care and control of the Centennial Hall Service Worker Tool Room
15. Assists as dispatcher for the Physical Plant Department, directing messages, all e-mails, key usage requests, and work orders to service and utility workers plus trades and Engineers and

- follows-up to ensure all duties have been completed efficiently and accurately
16. Handles problems of visitors and acts as an ambassador/customer service representative for the Physical Plant Department

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Page 2.

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**CHARACTERISTIC DUTIES AND RESPONSIBILITIES (CONTINUED)**

17. Is responsible for ensuring safe transportation of goods and materials by the Physical Plant Department
18. Assists the department Office Assistant to record and monitor vacation and sick time for all Service Workers
19. Assists Physical Plant Administration in monitoring the cleaning contract
20. Performs other related duties as required or assigned

**QUALIFICATIONS REQUIRED**

The minimum qualifications necessary for acceptable (satisfactory) performance are:

- |                                  |   |   |
|----------------------------------|---|---|
| <b>Level of Formal Education</b> | - | High School completion or acceptable equivalent   |
| <b>Experience</b>                | - | Must have a minimum of 5 years of directly related experience   |
|                                  | - | Must have some experience and working knowledge of Physical Plant operations in a University environment, in a lead hand capacity |
|                                  | - | Must have micro-computer experience in current application software   |
|                                  | - | An acceptable equivalent combination of education and experience may be considered  |
| <b>Skills and Abilities</b>      | - | Must be able to perform all duties independently  |
|                                  | - | Must be able to direct others and communicate effectively with all staff, students and the public                                 |
|                                  | - | Must be able to handle and operate all tools and equipment necessary for the performance of duties                                |
|                                  | - | Must have effective oral and written communication skills   |
| <b>Physical Requirements</b>     | - | Must be able to access all areas of the University grounds and buildings  |
|                                  | - | Must be able to lift and transport heavy items without accident or injury (up to 50 lb.)  |
|                                  | - | Must be capable of performing the duties as assigned  |

This class specification is intended to illustrate the characteristics of this classification level and should

not be interpreted as a description of any one individual position within this classification level.