

SKILLS FRAMEWORK FOR ENVIRONMENTAL SERVICES SKILLS MAP – GENERAL CLEANER		
<b>Sector</b>	Environmental Services	
<b>Track</b>	Cleaning Operations	
<b>Occupation</b>	Cleaner	
<b>Job Role</b>	<b>General Cleaner</b>	
<b>Job Role Description</b>	<p>The General Cleaner is responsible for performing cleaning operational duties as directed. He/She may be assigned to a variety of places within indoor and outdoor public places.</p> <p>He carries out cleaning on horizontal and vertical surfaces, transportation devices, furniture and furnishings, used crockery and cutlery, drains, drop-inlet chambers, bin centre areas, washrooms and vehicles. In performing these functions, he is also required to handle and dispose waste, reinstate equipment and supplies used for cleaning, handle and report operation problems to the appropriate persons while on duty.</p> <p>He is a physically fit, attentive and service-oriented individual.</p>	
<b>Critical Work Functions and Key Tasks</b>	<b>Critical Work Functions</b>	<b>Key Tasks</b>
	Provide cleaning services	Perform cleaning in the premises as directed
		Ensure safety measures are adhered to during operation
		Update job and log card record entries
	Handle tools and equipment	Prepare the appropriate tools and equipment for cleaning
		Ensure the appropriate tools and equipment are adequate and in working condition
		Ensure tools and equipment are replenished, reinstated and maintained
Handle incidents	Respond to incidents and emergencies as directed	
	Report operational abnormalities to the appropriate person	

<b>Skills &amp; Competencies</b>	<b>Technical Skills and Competencies</b>		<b>Generic Skills and Competencies (Top 5)</b>	
	Cleaning Chemical Handling	Level 2	Communication	Basic
	Customer Management	Level 1	Interpersonal Skills	Basic
	Emergency Response Management	Level 2	Teamwork	Basic
	Equipment and Inventory Management	Level 1	Service Orientation	Basic
	Food Shop Hygiene Maintenance	Level 1	Problem Solving	Basic
	Furniture and Furnishing Maintenance	Level 1		
	Horizontal Surface Maintenance	Level 1		
	Incident and Accident Investigation	Level 2		
	Public Hygiene Maintenance	Level 1		
	Risk Management and Administration	Level 1		
	Robotics and Automation Application	Level 2		
	Vertical Surface Maintenance	Level 1		
	Washroom Maintenance	Level 1		
Workplace Safety and Health Culture Development	Level 2			
Workplace Safety and Health Practices Implementation	Level 1			
<b>Programme Listing</b>	For a list of Training Programmes available for the Environmental Services sector, please visit: <a href="http://www.skillsfuture.sg/skills-framework/environmental-services">www.skillsfuture.sg/skills-framework/environmental-services</a>			

The information contained in this document serves as a guide.