

<b>SKILLS FRAMEWORK FOR ENVIRONMENTAL SERVICES SKILLS MAP – MULTI-SKILLED CLEANER/TEAM LEADER</b>		
<b>Sector</b>	Environmental Services	
<b>Track</b>	Cleaning Operations	
<b>Occupation</b>	Cleaner	
<b>Job Role</b>	<b>Multi-Skilled Cleaner/Team Leader</b>	
<b>Job Role Description</b>	<p>The Multi-Skilled Cleaner/Team Leader performs cleaning operation duties as directed. He/She may be assigned to more than one project sites to perform a variety of cleaning functions. The project sites may include indoor and outdoor public places. As part of his function, he may be responsible for leading a team of cleaners in a single project and to assume the overall responsibility of the service performance of his team.</p> <p>He carries out cleaning on horizontal and vertical surfaces, vertical and horizontal transportation devices, furniture and furnishings, drains, drop-inlet chambers, bin centre areas, washrooms and vehicles. In performing these functions, he is expected to use motorised equipment, specialised cleaning agents and/or advanced handheld machines, dispose of waste, and reinstate equipment and supplies used for cleaning. He is required to handle cleaning-related operation problems and communicate with relevant stakeholders and clients.</p> <p>He is physically fit, responsive, able to multi-task and capable of interacting with stakeholders.</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 using appropriate ride-on machinery and/or equipment with supplies as directed
		Ensure safety measures are adhered to during operation
		Update job and log card record entries
	Manage cleaning teams	Administer work plans and assign cleaning duties to cleaning teams to meet schedules and/or timeline
		Conduct task briefing to cleaning teams
		Conduct induction programmes for new cleaners
	Handle tools and equipment	Prepare and collect the appropriate tools and equipment for cleaning
		Ensure tools and equipment are adequate and in working condition
		Ensure the ride-on machinery and supplies are replenished, reinstated and maintained
		Ensure stocks of cleaning supplies are in order and update supervisors on replenishment orders on a timely basis
	Handle incidents	Respond to incidents and emergencies as directed
		Report operational abnormalities to the appropriate person

	Technical Skills and Competencies		Generic Skills and Competencies (Top 5)	
	<b>Skills &amp; Competencies</b>	Cleaning Chemical Handling	Level 2	Communication
Customer Management		Level 2	Decision Making	Basic
Emergency Response Management		Level 2	Interpersonal Skills	Basic
Equipment and Inventory Management		Level 2	Service Orientation	Basic
Food Shop Hygiene Maintenance		Level 2	Problem Solving	Basic
Furniture and Furnishing Maintenance		Level 2		
Horizontal Surface Maintenance		Level 2		
Incident and Accident Investigation		Level 2		
Internet of Things Management		Level 2		
Learning and Development		Level 2		
Public Hygiene Maintenance		Level 2		
Risk Management and Administration		Level 2		
Robotics and Automation Application		Level 2		
Stakeholder Management		Level 3		
Vertical Surface Maintenance		Level 2		
Washroom Maintenance		Level 2		
Workplace Safety and Health Culture Development		Level 2		
Workplace Safety and Health Practices Implementation		Level 2		
<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.