



<b>Job Title</b>	Cleaning Operations Supervisor	<b>Classification</b>	Grid Level 18
<b>Department</b>	Precinct Services	<b>Date Updated</b>	May 2026
<b>Reports to</b>	Legislative Facility Manager		

## PROGRAM AND STRUCTURE

Legislative Assembly staff provide non-partisan services to the institution of Parliament and its elected members in the areas of procedural advice, administrative support and information services. The Legislative Assembly is an autonomous employer, separate from the administrative framework of government ministries and agencies, which operates under the authority of the *Constitution Act* and the *Legislative Assembly Management Committee Act*.

### DEPARTMENT SUMMARY

The Precinct Services department is responsible for a variety of services in support of the Legislative Precinct buildings and grounds. Primary services include long-term capital planning and infrastructure development, facilities and property management services, including maintenance, repair and cleaning of the Precinct buildings and grounds, and food services.

### JOB SUMMARY

Reporting to the Legislative Facility Manager, the Cleaning Operations Supervisor (Supervisor) oversees the day-to-day and evening cleaning operations of the Legislative Precinct. The Supervisor ensures that high cleanliness standards, safety requirements, and service expectations are consistently met. The Supervisor provides direct supervision to in-house cleaning staff, oversees contracted service providers, and performs nightly cleaning duties to maintain operational coverage.

### KEY RESPONSIBILITIES

- Supervises a team of in-house cleaning staff, including scheduling, assigning duties, monitors, evaluates, and manages performance, and provides feedback and support.
- Coordinates staffing and operational coverage, including addressing short-term absences and ensuring continuity of cleaning services.
- Oversees contracted cleaning services to confirm work meets established quality and WHMIS standards, service expectations, and contractual requirements, intervenes when non-compliance is observed, follows up on deficiencies, and manages performance.
- Monitors cleaning operations across assigned buildings to ensure compliance with health, safety, environmental, and cleanliness standards.
- Reviews and updates cleaning methods and procedures to improve efficiency, effectiveness, and consistency of service.
- Leads and maintains WHMIS compliance by ensuring staff are trained in safe work practices, overseeing the safe and effective use of cleaning chemicals and equipment, and ensuring all MSDS for cleaning products are current, accurate, and readily accessible in accordance with regulatory standards.

- Serves as the primary point of contact for MLAs, Legislative Assembly staff, and contractors after normal business hours, independently managing high-profile and complex cleaning service requests by assessing issues, de-escalating concerns, and directing staff to ensure timely and effective resolution.
- Orders supplies and equipment, and maintains accurate records related to cleaning operations, training documentation, inventory, and budget tracking.
- Submits and recommends budget proposals and adjustments as necessary.
- Ensures strict compliance with waste-handling procedures, including recycling, compost, and the secure handling of sensitive or confidential waste materials.
- Performs and oversees minor maintenance tasks during evening operations, such as maintenance and small repairs to cleaning equipment, replaces light bulbs, tightens fixtures, replaces ceiling tiles, and reports larger issues to the Legislative Facility Manager.
- Serves as the primary point of contact for the Legislative Facility Manager between 4:30 pm and midnight, ensuring timely communication, issue escalation, and operational decision-making.
- Takes responsibility for maintaining a safe work environment, following safe work practices and procedures, and reporting potential hazards.
- Performs nightly cleaning duties including floors, offices, kitchens, common areas, washrooms, waste removal, and other relevant tasks.
- Performs other duties as assigned within scope of work.

## **ORGANIZATION STRUCTURE**

Clerk of the Legislative Assembly of BC  
 Chief Information Officer  
 Director, Precinct Services  
 Legislative Facility Manager  
**Cleaning Operations Supervisor**

## **SELECTION CRITERIA**

### **EDUCATION, TRAINING & EXPERIENCE**

- Minimum of three years of experience in commercial, institutional, or government cleaning operations including at least one year of experience in a supervisory/team lead role.
- Experience managing contracted services and overseeing service agreements.
- Experience preparing budgets and monitoring expenditures related to cleaning operations.
- Completion of Building Service Worker Levels 1-3 courses is considered an asset.
- Experience with carpet steam cleaning and hard-surface floor care and cleaning including the use of floor cleaning equipment is considered an asset.

### **KNOWLEDGE, SKILLS & ABILITIES**

- Strong understanding of cleaning procedures, equipment operation, and chemical handling.
- Strong organizational and time-management skills.
- Excellent written and verbal communication skills.
- Demonstrated client-service orientation, professionalism and responsiveness, including the ability to prioritize and respond appropriately to MLA requests in a parliamentary setting.
- Ability to lift and carry up to 40 lbs on a regular basis and over 40 lbs occasionally.
- Ability to operate related equipment (vacuums, floor cleaners, etc.)

- Ability to supervise and motivate employees through positive leadership, clear expectations, and supportive feedback
- Ability to assess service quality and implement improvements.
- Ability to lead others in responding to facility-related emergencies and incidents including but not limited to water ingress, major spills, snowfall, ice buildup, wind or storm impacts, debris, and other environmental hazards.
- Basic computer skills and operational knowledge of Microsoft Word, Excel, and Outlook.
- Ability to maintain accurate documentation and records.