



TaurangaCity

Job description

Title	Operator – Amenity Cleaning
Number	TBC
Group	Community Services
Division	City Operations
Reports to	Supervisor – Amenity Cleaning
Direct reports	N/A
Date	May 2025

Job holder commitment

The job holder accepts as a fundamental requirement of their employment that they must demonstrate a personal commitment to:-

- modelling organisational values at all times
- a safe and healthy work environment
- assisting Council to fulfil its Civil Defence responsibilities

At TCC we uphold the principles of Te Tiriti o Waitangi by engaging in an effective and meaningful partnership with tangata whenua. We are committed to developing our knowledge and understanding of te reo Māori, tikanga Māori, Mātauranga Māori and our partnership with tangata whenua.

Job purpose

The primary purpose of the Operator – Amenity Cleaning role is maintaining the cleanliness and hygiene of important public spaces, particularly public toilets and water fountains, sports club amenities and office buildings. Clean and hygienic amenities help prevent the spread of germs and bacteria, making these spaces safer for everyone. Regular cleaning and disinfecting also improves the overall experience for people using these facilities, creating a more comfortable and welcoming environment. By keeping the amenities in pristine condition, it is more likely to encourage other users to maintain cleanliness. The Operator will need to work independently, be self-motivated, adhere to the allocated work schedule, have high quality standards, be proactive in fixing minor issues/ cleaning up graffiti and be a great communicator. Honesty, reliability and a strong work ethic are the top three key characteristics required for this role.

- PPE, uniform, and equipment is all supplied.
- Vehicle (not for private use) will be supplied.
- Phone (not for private use) will be supplied.

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Routine work

Service and maintain public areas:

- Static mop, sweep, wet mop, buff floors
- Scrub and clean restroom fixtures and keep restrooms supplied with soap, toilet paper and paper towels
- Dust and damp wipe walls, doors, windows, woodwork and other above floor surfaces
- Sand trap clean out
- Removal of rubbish
- Waste receptacle washing
- Scrubbing floor with basic electrical and mechanical cleaning equipment
- Safety checks (vehicle checks, daily job starts)
- Safe storage of equipment
- Safe use of chemicals and cleaning products
- Keep simple records and make simple records
- Notify Supervisor of any equipment of facilities that need repair or replacement
- Perform related work as required and instructed, including emergency work
- Use of the Eroads GPS driver safety system

Key outcomes and responsibilities:

The community always has a positive experience when they use an amenity in our city.

- Work to the set schedule ensuring amenities are rigorously cleaned and restocked multiple times throughout the day, especially during peak times, ensure a clean and hygienic environment.
- Cleaning should include sweeping and /or mopping floors with a disinfectant, cleaning and disinfecting toilets and urinals, and cleaning high-touch areas like sinks, faucets, and door handles. Apply a bowl treatment when necessary.
- More specialised cleaning is also undertaken periodically, including stripping and buffing hard flooring, six-monthly spring cleaning for public toilets with a foam gun, steam cleaner and water blasting.
- Follow all Chemical Safety guidelines when working with cleaning products.
- Clean cleaning equipment properly after each use to prevent the spread of germs.
- Ensure all rubbish is removed appropriately.

	<ul style="list-style-type: none"> • Restocking of supplies such as toilet paper and soap. • Registering vandalism or faults such as door lock issues, blown lights, broken mirrors/ glass, major graffiti, fire.
Work is completed on time and to a high standard.	<ul style="list-style-type: none"> • Deliver the work you have been assigned to the best of your ability. Be adaptable as work schedules may change at the last minute due to community concerns, safety or weather issues. • Complete basic repairs like replacing toilet roll holders. • Remove small to medium graffiti from all different surface types. • Complete deep cleaning/ heavy duty cleaning when necessary. Using a water blaster, power cleaners etc. • Work collaboratively with your team to get the job done. Be flexible to assist other colleagues and teams when required. • Consistently use the team's technology system to accurately track started and completed work including taking photos.
The City Operations Team is always learning and improving.	<ul style="list-style-type: none"> • Attend training and development opportunities to upskill yourself on an ongoing basis. • Actively listen and learn from Supervisor/ Team Leaders and your peers. • Share your expertise with others.
The City Operations Team has a team culture that is positive, respectful and focused on health & safety.	<ul style="list-style-type: none"> • Prioritize health and safety at all times (your own, our teams and the communities). Follow health and safety guidelines and always ask if you are unsure. • Wear appropriate personal protective equipment (PPE) as necessary, such as gloves and masks. • Follow safe cleaning procedures. Never mixing chemicals. • Show respect and care for others. • Possess a real customer focus. Understanding you are always in the public eye. • Do not come to work under the influence of drugs and/ or alcohol or other illegal substances. • Report wrongdoing or misconduct to a leader such as miss use of TCC assets, theft, or bullying.

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	<ul style="list-style-type: none"> • Use common sense and do what is right for the community. • Show respect for TCC's assets, machinery, vehicles, and plant. • Engage with the community/ public in an appropriate way. Acting as an ambassador for TCC. • Communicate any issues or concerns with your leader as soon as possible.
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Please note the job description is not an exhaustive list of requirements, the job holder will be required to perform tasks assigned to them that are not explicitly described in this document.

What we are looking for:

Essential
<ul style="list-style-type: none"> • Full training will be provided however prior cleaning experience will be an advantage. • Proven ability to deliver a high-quality service. Taking pride in your work. • Be able to communicate in English both verbally and written. • Proven ability to follow instructions and work plans. • Self-motivated and able to work independently. • Experience with cleaning chemicals and the appropriate PPE. • Full and Clean Class 1 NZ licence. • Physically fit, able to lift chemical containers and cleaning equipment. • Ability and willingness to use app technology including GIS maps, work tracking. This is a core requirement of the role, training is provided. • A positive attitude and a willingness to listen and learn. • A track record in being reliable and committed to your work. • Proven ability to self-motivate and be productive when working alone. • The ability to abide by Health and Safety guidelines at all times. • Honesty and integrity. • The ability to be a positive ambassador for TCC, interacting with all community members in a respectful and appropriate way. • The ability to pass a pre-employment medical, and ongoing drug and alcohol testing.

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- Evidence of Hepatitis A and B immunity or vaccination is required.

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Our values

Pono / Integrity

We do what we say we will do

Manaakitanga / Respect

We listen to all views and show we care

Whāia te tika / Service

We do the right thing for our community
and each other

Whanaungatanga / Collaboration

We work together and create connections