

Building Superintendents, Janitors & Caretakers

A guide for newcomers to British Columbia



Contents

1. What Would I Do?.....	2
2. Am I Suited For This Job?	3
3. What Are The Wages And Benefits?	4
4. What Is The Job Outlook In BC?.....	5
5. How Do I Become a Building Superintendent, Janitor or Caretaker.....	7
6. How Do I Find A Job?	8
7. Applying for a Job	11
8. Where Can This Job Lead?.....	12
9. Where Can I Find More Information?	12

Building superintendents, janitors and caretakers [NOC 2021: 73201 / NOC 2016: 6733]

Building superintendents, janitors and caretakers may also be called:

- custodian
- school janitor
- heavy-duty cleaner
- industrial cleaner
- plant cleaner
- maintenance worker

1. What Would I Do?

Building superintendents, janitors and caretakers are usually responsible for cleaning and maintaining commercial, institutional or residential buildings. You clean and maintain buildings inside and outside, may fix any minor mechanical and electrical problems and may maintain the grounds.

Your duties can include:

- operate industrial vacuum cleaners
- wash windows, interior walls and ceilings
- empty trash cans and other waste containers
- sweep, mop, scrub and wax hallways, floors and stairs
- clean snow and ice from walkways and parking areas

- cut grass and tend grounds
- clean and disinfect washrooms and fixtures
- make adjustments and minor repairs to heating, cooling, ventilating, plumbing and electrical systems, and contact tradespersons for major repairs
- ensure that security and safety measures are in place in the establishment
- *may also*: water and tend to plants, move heavy furniture, equipment and supplies, advertise vacancies, show apartments and offices to prospective tenants and collect rent

Caretakers and building superintendents employed in residential buildings:

- must be familiar with advertising vacancies, preparing suites to show to prospective renters, processing tenant applications, processing security deposits and refunds, conducting reference checks and collecting rent from tenants
- maintain journals, revenue reports, petty cash forms and perform inventory control

More information:

- **WorkBC Career Profile** (Janitors, caretakers and building superintendents)
<https://www.workbc.ca/Jobs-Careers/Explore-Careers.aspx>
- **Career Cruising** (profiles for Building Superintendent & Custodian)
<http://www.vpl.ca/digital-library/career-cruising>
Available from the VPL Digital Library | Explore our Digital Library page

2. Am I Suited For This Job?

Building superintendents, janitors and caretakers:

- *must be comfortable with physically demanding work that includes bending, stooping, kneeling and crouching*
- *must have good communication skills and the ability to work under limited supervision*
- *need the ability to listen to and understand written and verbal instructions*
- *must be trustworthy and dependable*

Building superintendents, janitors and caretakers

Many of the tasks performed by building superintendents, janitors and caretakers involve physical labour, including constant bending and stretching. You spend most of the day on your feet, sometimes lifting or pushing heavy furniture or equipment. You may work evenings, nights, and weekends. You generally work inside heated, well-lit buildings. However, sometimes you may work outside, sweeping walkways, mowing lawns, or shovelling snow.

Some caretakers and building superintendents live in the buildings where they work, providing on-call service.

Sources:

- Career Cruising & WorkBC

3. What Are The Wages And Benefits?

In British Columbia, the median annual salary for building superintendents, janitors and caretakers is \$41,712. The hourly wage ranges from \$15.20 to \$29.

In BC's regions, you can expect to earn:

Community/Area	Wages (\$/hour)		
	Low	Median	High
British Columbia	15.20	20.00	29.00
Cariboo Region	15.20	17.31	29.00
Kootenay Region	15.20	20.10	32.00
Lower Mainland–Southwest Region	15.20	20.19	30.77
North Coast Region	15.20	20.00	29.00
Northeast Region	15.20	18.18	29.00
Thompson–Okanagan Region	15.20	18.36	29.00
Vancouver Island and Coast Region	15.20	19.23	28.00

Table from Job Bank Wage Report <https://www.jobbank.gc.ca/trend-analysis/search-wages>

Building Superintendents' earnings depend on where you work and the size of the building you manage. Those who take care of large buildings in major cities earn the most. You may also receive benefits such as paid vacations, sick days, and dental coverage. Many who live in the buildings they manage do not have to pay rent.

Janitors & Caretakers salaries depend on your employer, responsibilities, experience, and length of service. The type of shift worked (morning, evening, or night) can also affect earnings. Salaries for supervisory positions are higher. Full-time employees often get benefits such as paid vacation and sick leave. Dental insurance and a retirement plan are also common.

Sources: WorkBC & Career Cruising

4. What Is The Job Outlook In BC?

There are approximately 30,000 people employed as building superintendents, janitors and caretakers in BC. 12,780 new jobs are expected between 2019 and 2029.

Knowledge of new environmentally friendly standards and associated products may be helpful as companies move towards more environmentally friendly cleaning methods.

Employment Outlook, 2019-2029



Composition of job openings



Source: B.C. Labour Market Outlook

Chart from WorkBC

Regional Employment Outlook
Building Superintendents, Janitors & Caretakers

Cariboo		Kootenay	
Employment in 2019:	1,460	Employment in 2019:	1,110
Average annual employment growth(%) 2019-2029:	1.0%	Average annual employment growth(%) 2019-2029:	1.1%
Expected number of job openings 2019-2029:	490	Expected number of job openings 2019-2029:	500
Mainland / Southwest		North Coast & Nechako	
Employment in 2019:	17,290	Employment in 2019:	930
Average annual employment growth(%) 2019-2029:	0.9%	Average annual employment growth(%) 2019-2029:	0.2%
Expected number of job openings 2019-2029:	7,270	Expected number of job openings 2019-2029:	220
Northeast		Thompson-Okanagan	
Employment in 2019:	840	Employment in 2019:	3,420
Average annual employment growth(%) 2019-2029:	1.9%	Average annual employment growth(%) 2019-2029:	1.2%
Expected number of job openings 2019-2029:	390	Expected number of job openings 2019-2029:	1,570
Vancouver Island / Coast			
Employment in 2019:	5,240		
Average annual employment growth(%) 2019-2029:	1.1%		
Expected number of job openings 2019-2029:	2,350		

Source: WorkBC

5. How Do I Become a Building Superintendent, Janitor or Caretaker

Completion of secondary school may be required to work as a janitor, caretaker or superintendent, particularly if supervision of other workers is needed. Most building superintendents receive much of their training on the job.

Other requirements may include:

- a criminal record check
- previous cleaning and maintenance experience
- certificate in one or more of the trades or a building operator certificate
- basic building trade or building maintenance training
- knowledge of safety codes, regulations and equipment, and Workplace Hazardous Materials Information System (WHMIS)
- ability to understand Material Safety Data Sheets (MSDS)
- completion of a building service worker certificate program and/or a Certified Resident Manager designation

More information about trade certification:

- **Residential Building Maintenance Worker (Industry Training Authority BC)**

<https://www.itabc.ca/program/residential-building-maintenance-worker>

6. How Do I Find A Job?

Where would I work?

Building superintendents are employed by owners of office, commercial, and residential buildings, property management firms, school boards, and recreation centres

Janitors/Caretakers work for governments, hospitals, school boards, motels and hotels, and other businesses and organizations

Finding Advertised Jobs

Jobs are advertised in a variety of sources including newspapers, magazines and online job sites.

Local Newspapers

You can look at the *Vancouver Sun* & *The Province* at Vancouver Public Library for free. Check the job postings daily, the careers section in the *Vancouver Sun* on Wednesdays and Saturdays and, in *The Province* on Sundays.

Online Job Postings

- **BC Housing**
Jobs to manage and maintain social housing in BC, including property managers, building supervisors, tenant support workers and janitors
<https://www.bchousing.org/careers>
<https://www.bchousing.org/careers/job-profiles/building-manager>
- **Careers in BC Education, 'Make a Future'**
Support staff jobs available in BC public schools and First Nations Schools
<https://makeafuture.applytoeducation.com/Applicant/AttSearch.aspx>
- **Hays.ca**
Properties & facilities management jobs
<http://www.hays.ca/enhance-your-career/property-facilities-management-jobs/>
- **Indeed.com**
https://ca.indeed.com/advanced_search
- **Neuvoo.ca**
<https://neuvoo.ca/>
- **JobConnect**
<https://bcjobconnect.ca/#employee>
** must have permanent resident number** newcomers can post their skills, education and work experience to BC employers looking for workers

Finding "Hidden Jobs"

Many job vacancies are not advertised. The resources below help you with finding jobs in this "hidden" job market.

Using Directories to Create a List of Potential Employers

You can use company directories to produce lists of employers who employ building superintendents, janitors and caretakers in Vancouver or the Lower Mainland.

Contact them directly to find out if they're hiring.

- **Building Owners and Managers Association of BC Buyers Guide**

<https://bomabc.onlinemarketbase.org/>

Search listings under "Building Maintenance"

- **Reference Canada**

<http://www.vpl.ca/digital-library/reference-canada>

Click on "Start Search" beside Canadian Businesses, then select the "Advanced Search" button. Select both "Keyword/SIC/NAICS" under Business Type and "City" under Geography. In the top search box enter "janitor" **OR** "building cleaners" **OR** "building management" and click LOOKUP. Select the appropriate headings. Lower down, select the Province, choose the cities, and click the "View Results" button.

Available from the VPL Digital Library | Explore our Digital Library page

NOTE: You can access this database from a Library computer. If you are using a computer from outside the Library, you will need a Vancouver Public Library card to login to this database. After clicking on the database name, you will be asked to enter your library card number and PIN (usually last four digits of your telephone number).

Networking, Volunteering and Temporary Agencies

Many positions are filled by people who have been recommended by someone they know. Networking, working as a volunteer or registering with a temporary employment agency are good ways of helping you find jobs and meet people in your industry.

Networking and the Hidden Job Market:

When looking for work, be sure to talk to friends, relatives and neighbours. They may know someone who is hiring! Working as a volunteer, attending events, and joining clubs and associations are good ways to gain "Canadian experience." They are also good ways to meet people to learn about the local job market.

Volunteer opportunities

- **Volunteer BC**

<https://www.volunteerbc.bc.ca/>

Also, consider volunteering for organizations that provide shelters, residences or emergency accommodation; they may need assistance with cleaning or maintaining buildings:

- Salvation Army Canada: <https://salvationarmy.ca/volunteer/>
- Red Cross Canada: <https://www.redcross.ca/volunteer>
- Greater Vancouver Shelters: <https://hsa-bc.ca/shelter-directory.html>
- YMCA of Greater Vancouver:
<http://www.ymcastrongfoundations.org/Volunteer/Volunteering-with-YMCA>

For additional tips see:

- **Networking for Employment**

Go to <http://skilledimmigrants.vpl.ca>

[Search Networking for Employment]

- **Getting Canadian Work Experience**

Go to <http://skilledimmigrants.vpl.ca>

[Search Getting Canadian Work Experience]

7. Applying for a Job

In Canada, employers usually expect to receive a resume and a cover letter that identifies the position you are applying for and summarizes your experience. Use the library catalogue, <http://vpl.bibliocommons.com/> to find books on writing resumes and cover letters specific to your industry.

For more information see:

- **Writing Resumes and Cover Letters**

<http://skilledimmigrants.vpl.ca>

[Search Writing Resumes and Cover Letters]

8. Where Can This Job Lead?

Entry-level positions include janitorial and cleaning positions. With additional training or experience you may progress to supervisory cleaning positions. As well, some experienced workers may open their own company.

Some building caretakers may take on more building management responsibilities with experience and training, such as the administrative tasks of advertising vacancies, enforcing residential tenancy laws and processing security deposit refunds. Experienced caretakers and building superintendents can go on to property management or building management positions.

9. Where Can I Find More Information?

- **BC Contract Cleaners Association**
<https://bccca.ca/>
- **BC Housing, Profile of 'Building Manager'**
<https://www.bchousing.org/careers/information-for-applicants/building-manager>
- **Learn More About Working in BC and Canada**
<http://skilledimmigrants.vpl.ca>
[Search Learn More About Working in BC and Canada]

Questions? Please ask the Information Staff at the Central Library or telephone 604-331-3603.

Please note that the information in this guide is also available online through the Skilled Immigrant InfoCentre website at <http://skilledimmigrants.vpl.ca/>.

