



TOBAGO HOSPITALITY AND TOURISM INSTITUTE

Job Title: Utility Assistant

Revised: July 23rd 2025

Position Number: 411

Department: Facilities and Infrastructure

Reports to: Facilities & Infrastructure Supervisor

Approved by: Board of Directors

Date: February 23rd 2024

1.0 JOB SUMMARY:

The Utility Assistant is responsible for maintaining cleanliness and hygiene at designated areas at the organisation. These areas include work areas and offices, public spaces/reception areas, bathroom areas, classrooms, Conference Rooms, Auditorium, and other designated areas.

Work also includes the laundering of linens and other items required for events and functions. Work is generally done in a manner to make these areas look and feel presentable, and free from dirt, dust, and debris to provide comfortable and pleasant environments for employees, staff and visitors.

2.0 DUTIES & RESPONSIBILITIES:

- 2.1. Performs routine cleaning tasks, including sweeping, mopping, vacuuming, dusting, and polishing surfaces and floors,
- 2.2. Cleans and sanitises restrooms, common areas, and other high-traffic spaces to maintain a hygienic environment.
- 2.3. Empties trash bins, replace liners, at offices, and handles the collection, segregation, and disposal of other trash containers using proper recycling practices are implemented.
- 2.4. Maintains systematic deep cleaning of surfaces such as floors, windows, carpets, and furniture, using appropriate cleaning agents, equipment, and techniques to remove stains, dirt, or marks from surfaces.
- 2.5. Monitors and places orders to restock cleaning supplies, toiletries, and other necessary items.
- 2.6. Promptly reports incidents, damages, or malfunctions to their direct supervisor.

- 2.7. Follows established cleaning schedules, procedures and guidelines to maintain consistency and quality of work.
- 2.8. Ensures that equipment and tools are clean, in good working condition, and reports malfunctions or damages for repair or replacement.
- 2.9. Communicates effectively with supervisors to support the coordination of tasks, and reports progress on work schedules.
- 2.10. Prioritises workload, and assigned cleaning in a thorough and an efficient manner.
- 2.11. Any other job-related duties assigned by his/her immediate Supervisor/Manager or duly authorised officer.

3.0 COMPETENCIES

3.1. CORE COMPETENCIES

- Student Centred -Focus
- Integrity
- Quality
- Collaborating with Others

3.2 TECHNICAL

- Understanding various cleaning techniques, such as dusting, sweeping, mopping, vacuuming, and polishing.
- Knowledge of operating and maintaining cleaning equipment effectively and safely.
- Understanding of different cleaning agents, detergents, disinfectants, and chemicals used for different surfaces and materials, such as wood, tile, vinyl, stainless steel, fabric, and upholstery.
- Proficiency in using appropriate methods for effective cleaning, such as microfiber cloths, squeegees, and dusters.
- Knowledge of stain removal techniques and products for handling various types of stains or marks.
- Understanding the maintenance and troubleshooting of cleaning equipment to ensure proper functioning.

- Adheres to the use of personal protective equipment (PPE)
- Knowledge of surface-specific cleaning products, such as floor waxes, sealants, or polishers, to maintain and enhance the appearance of surfaces.
- Understanding of proper sanitization practices to maintain a clean and hygienic environment.
- Customer focused acumen and orientation

4.0 QUALIFICATIONS & EXPERIENCE:

- 4.1. School leaving certification
- 4.2. Previous experience in cleaning or housekeeping.

5.0 KEY RELATIONSHIPS:

- 5.1. Reports to: Maintenance Supervisor
- 5.2. Works with: Maintenance team, all staff, and students and visitors
- 5.3. Communicates with: Maintenance Service Providers and Contractors, Utility Service providers, Security Personnel
- 5.4. Direct Reports: None
- 5.5. Indirect Reports: CEO, all executive managers, all other internal stakeholders and Students, visitors to the Institute, Board members and Sub-Committee of the Board of Directors

6.0 SUPERVISORY RESPONSIBILITIES:

None

7.0. ACCOUNTABILITIES/OUTPUTS:

OUTPUTS	
Outputs	How Often
Cleaning assigned areas	Daily
Vacuuming and mopping floors	Daily
Dusting surfaces	Daily
Cleaning and sanitising restrooms	Multiple times throughout the day
Emptying and replacing bin liners	Daily or as needed
Cleaning windows and glass	Weekly
Spot cleaning stains or marks	As soon as they are identified

OUTPUTS

Outputs	How Often
Restocking cleaning supplies	Regularly
Disposing of waste properly	Daily
Reporting maintenance issues	Immediately

8.0 CHANNEL & MODE OF COMMUNICATION:

8.1 In line of duty, the common communication channels utilised are:

- Telephonic and face-to-face conversations
- Chats and messaging

8.2 MODES OF COMMUNICATION

This job is very hands on, hectic, fast –paced

- Interpersonal Communication : very frequently
- Gestural Communication : very frequently
- Visual Communication : very frequently

9.0 PHYSICAL AND MENTAL STRAIN:

9.1 MENTAL DEMANDS

- Work can be routine and requires some technical competency

9.2 PHYSICAL DEMANDS

- Works for extended periods of time walking the compound, standing – long hours on their feet.
- Exerts minimal force occasionally, and/or 20 pounds. Occasionally lifts, carries, pushes, pulls and otherwise move objects.

10.0 WORK ENVIRONMENT:

There are environmental demands – water, warm and hot temperatures

11.0 ACCEPTANCE STATEMENT:

The Management of the Tobago Hospitality and Tourism Institute, reserves the right to amend this Position Description anytime as required.

I have read and fully understood the position description as stated and accept that any of the tasks may be modified or changed. I accept that I am to be governed by the duties of this job description and take responsibility for performing the functions as listed above, in accordance with performance measures relevant to this job description and the organisation's Strategic Plan.

This Position Description in no way states or implies that these are the only duties to be performed and I may be required to perform any other job-related duties assigned by the Facilities and Infrastructure Supervisor.

My signature below indicates my acceptance of the same and my commitment to the performance of my duties at the Tobago Hospitality and Tourism Institute.

Employee's Name
(Please print)

Employee's Signature

Date