



Summary Report for:

37-2011.00 - Janitors and Cleaners, Except Maids and Housekeeping Cleaners

Keep buildings in clean and orderly condition. Perform heavy cleaning duties, such as cleaning floors, shampooing rugs, washing walls and glass, and removing rubbish. Duties may include tending furnace and boiler, performing routine maintenance activities, notifying management of need for repairs, and cleaning snow or debris from sidewalk.

Sample of reported job titles: Building Custodian, Building Service Worker, Building Services Technician, Cleaner, Custodial Worker, Custodian, Floor Tech (Floor Technician), Heavy Duty Custodian, Institutional Custodian, Janitor

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Tasks

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- Service, clean, or supply restrooms.
- Clean building floors by sweeping, mopping, scrubbing, or vacuuming.
- Gather and empty trash.
- Follow procedures for the use of chemical cleaners and power equipment to prevent damage to floors and fixtures.
- Mix water and detergents or acids in containers to prepare cleaning solutions, according to specifications.

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Tools & Technology

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Tools used in this occupation:

- Ear plugs** — Protective ear plugs
- Floor polishers** — Floor buffers; Floor waxers
- Ladders** — Extension ladders; Step ladders
- Manlift or personnel lift** — Aerial manlifts
- Screwdrivers** — Phillips head screwdrivers; Straight screwdrivers
- Snowplow attachments** — Snowplows
- Vacuum cleaners** — Industrial vacuums; Ride-on industrial vacuum cleaners

Technology used in this occupation:

- Office suite software** — Microsoft Office
- Spreadsheet software** — Microsoft Excel
- Word processing software** — Microsoft Word

Hot Technology — a technology requirement frequently included in employer job postings.

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Knowledge

+ - All 2 displayed

- + **Customer and Personal Service** — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- + **English Language** — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

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Skills

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- + **Active Listening** — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.

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Abilities

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- + **Near Vision** — The ability to see details at close range (within a few feet of the observer).
- + **Oral Comprehension** — The ability to listen to and understand information and ideas presented through spoken words and sentences.
- + **Static Strength** — The ability to exert maximum muscle force to lift, push, pull, or carry objects.
- + **Trunk Strength** — The ability to use your abdominal and lower back muscles to support part of the body repeatedly or continuously over time without 'giving out' or fatiguing.
- + **Extent Flexibility** — The ability to bend, stretch, twist, or reach with your body, arms, and/or legs.

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Work Activities

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- + **Performing General Physical Activities** — Performing physical activities that require considerable use of your arms and legs and moving your whole body, such as climbing, lifting, balancing, walking, stooping, and handling of materials.
- + **Handling and Moving Objects** — Using hands and arms in handling, installing, positioning, and moving materials, and manipulating things.
- + **Inspecting Equipment, Structures, or Material** — Inspecting equipment, structures, or materials to identify the cause of errors or other problems or defects.
- + **Communicating with Supervisors, Peers, or Subordinates** — Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.
- + **Getting Information** — Observing, receiving, and otherwise obtaining information from all relevant sources.

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Detailed Work Activities

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- + Drive trucks or other vehicles to or at work sites.
- + Remove snow.
- + Clean facilities or sites.
- + Monitor building premises to ensure occupant or visitor safety.
- + Clean building walls or flooring.

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Work Context

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- ⊕ **Spend Time Standing** — 82% responded “Continually or almost continually.”
- ⊕ **Face-to-Face Discussions** — 62% responded “Every day.”
- ⊕ **Indoors, Environmentally Controlled** — 65% responded “Every day.”
- ⊕ **Freedom to Make Decisions** — 56% responded “A lot of freedom.”
- ⊕ **Structured versus Unstructured Work** — 49% responded “A lot of freedom.”

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Job Zone

Title Job Zone Two: Some Preparation Needed

Education These occupations usually require a high school diploma.

Related Experience Some previous work-related skill, knowledge, or experience is usually needed. For example, a teller would benefit from experience working directly with the public.

Job Training Employees in these occupations need anywhere from a few months to one year of working with experienced employees. A recognized apprenticeship program may be associated with these occupations.

Job Zone Examples These occupations often involve using your knowledge and skills to help others. Examples include orderlies, forest firefighters, customer service representatives, security guards, upholsterers, and tellers.

SVP Range (4.0 to < 6.0)

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Education

Percentage of Respondents	Education Level Required
72	High school diploma or equivalent ?
19	Less than high school diploma
7	Bachelor's degree

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Credentials



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Interests

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Interest code: **RC**

- ⊕ **Realistic** — Realistic occupations frequently involve work activities that include practical, hands-on problems and solutions. They often deal with plants, animals, and real-world materials like wood, tools, and machinery. Many of the occupations require working outside, and do not involve a lot of paperwork or working closely with others.
- ⊕ **Conventional** — Conventional occupations frequently involve following set procedures and routines. These occupations can include working with data and details more than with ideas. Usually there is a clear line of authority to follow.

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Work Styles

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- ⊕ **Independence** — Job requires developing one's own ways of doing things, guiding oneself with little or no supervision, and depending on oneself to get

things done.

- ⊕ **Dependability** — Job requires being reliable, responsible, and dependable, and fulfilling obligations.
- ⊕ **Attention to Detail** — Job requires being careful about detail and thorough in completing work tasks.
- ⊕ **Integrity** — Job requires being honest and ethical.
- ⊕ **Self Control** — Job requires maintaining composure, keeping emotions in check, controlling anger, and avoiding aggressive behavior, even in very difficult situations.

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Work Values

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- ⊕ **Relationships** — Occupations that satisfy this work value allow employees to provide service to others and work with co-workers in a friendly non-competitive environment. Corresponding needs are Co-workers, Moral Values and Social Service.
- ⊕ **Support** — Occupations that satisfy this work value offer supportive management that stands behind employees. Corresponding needs are Company Policies, Supervision: Human Relations and Supervision: Technical.
- ⊕ **Working Conditions** — Occupations that satisfy this work value offer job security and good working conditions. Corresponding needs are Activity, Compensation, Independence, Security, Variety and Working Conditions.

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Related Occupations

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- 35-2021.00 [Food Preparation Workers](#) 🌟
- 35-3041.00 [Food Servers, Nonrestaurant](#)
- 35-9021.00 [Dishwashers](#) 🌟 **Bright Outlook**
- 37-2012.00 [Maids and Housekeeping Cleaners](#) 🌟
- 47-3014.00 [Helpers--Painters, Paperhangers, Plasterers, and Stucco Masons](#)

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Wages & Employment Trends

Median wages (2015) \$11.27 hourly, \$23,440 annual

State wages



Employment (2014) 2,361,000 employees

Projected growth (2014-2024) ■■■ Average (5% to 8%)

Projected job openings (2014-2024) 605,200

State trends



Top industries (2014) [Administrative and Support Services](#)
[Educational Services](#)

Source: Bureau of Labor Statistics [2015 wage data](#) and [2014-2024 employment projections](#). "Projected growth" represents the estimated change in total employment over the projections period (2014-2024). "Projected job openings" represent openings due to growth and replacement.

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Job Openings on the Web





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Sources of Additional Information

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Disclaimer: Sources are listed to provide additional information on related jobs, specialties, and/or industries. Links to non-DOL Internet sites are provided for your convenience and do not constitute an endorsement.

- [Janitors and building cleaners](#)  Bureau of Labor Statistics, U.S. Department of Labor. *Occupational Outlook Handbook, 2016-17 Edition*.
- [International Executive Housekeepers Association \(IEHA\)](#) , 1001 Eastwind Dr., Suite 301, Westerville, OH 43081-3361. Phone: (800) 200-6342. Fax: (614) 895-1248.

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