

JOB DESCRIPTION

Position: *Managing Director*

Responsible for: *The continued development and profitability of the company*

PURPOSE:

Effectively plan, implement and manage business strategies which ensure the profitable long term future of the Company.

COMPETENCIES:

- Knowledge of financial management pertaining to business
- Knowledge of legal and regulatory obligations of the business including OH&S Act, Workers Compensation Act, EPA requirements, Industrial Relations and Award obligations
- Knowledge of the cleaning industry

PRINCIPAL ACCOUNTABILITIES:

The Managing Director shall have the authority and responsibility for:

- Achieving planned objectives for growth, profit, and quality levels.
- Effectively implementing the Company's policies.
- Identifying customer needs and customer liaison.
- Providing leadership and direction to the employees of the Company and communicate to employees.
- Managing all aspects of the business, sales and operations.
- Managing all aspects of the Company in line with the quality management system requirements, including the management of legal and regulatory requirements.
- Overseeing the review and approval of the quality management system documentation.
- Managing all aspects of the company's finances, including banking, payment of accounts, generation of invoices, debit and credit balances and payment of salaries.
- Conducting cleaning inspections of selected sites.
- Initiate action to prevent the occurrence of any nonconformances relating to site processes.
- Overseeing the operations at specific sites, and identify and record any problems relating to the site and as specified by the customer.
- Initiate and provide solutions. Follow up as necessary to verify the implementation of solutions.

QUALITY AND OH&S RESPONSIBILITIES

- Oversee company performance and client satisfaction of a daily basis.
- Ensuring safe work practices are known to employees and effectively managed on all sites.
- Follow up and review of incident and accident reports to ensure work practices remain safe and effective.

Sign: _____ Date: _____
Managing Director

JOB DESCRIPTION

Position: *Cleaner*

Reports to: *Supervisor / Area Manager*

Purpose: *Carry out their selected jobs to ensure cleaning is completed to the highest standard and to customer satisfaction.*

COMPETENCIES:

- Cleaning skills and capabilities
- Capability of following instructions
- Understanding of safe working processes

PRINCIPAL ACCOUNTABILITIES:

Responsible for:

- A high standard of cleaning for the tasks given.
- Following the instructions given by the site supervisor
- Working in a manner that does not disrupt the customer or the customer's patrons.
- Completing the tasks outlined in the site quality plan for which he/she is responsible.
- Identify and record any problems relating to the product, process and quality system.
- Initiate, recommend or provide solutions through designated channels.
- Verify the implementation of solutions.
- Any other responsibility as defined in the quality management system.
- Work in the safe manner and following the safety instruction.

Sign: _____ Date: _____
Employee

Sign: _____ Date: _____
Managing Director

JOB DESCRIPTION

Position: *Area Manager*

Reports to: *Managing Director*

Responsible for: *The management and maintenance of selected cleaning contracts, liaising directly with clients and quoting on work as necessary.*

PURPOSE:

The Area Manager is responsible for establishing and maintaining a strong relationship and communications system with customers whilst ensuring that cleaning services are provided in accordance with the contract.

COMPETENCIES:

- Supervisory skills and capability
- Purchasing skills and capability
- Knowledge and understanding of OH&S – safe systems of work and environmental management
- Hazard identification and risk assessment
- Knowledge and understanding of rosters, schedules and the industry Award

PRINCIPAL ACCOUNTABILITIES:

The Area Manager is directly responsible to the Managing Director, and has responsibility for:

- Overseeing the operations at specific sites.
- Working according to set budgetary constraints thereby retaining profitability.
- Providing timely and accurate information to administration to ensure all staff is paid in accordance with the relevant awards and according to duties/hours of work.
- Conducting cleaning inspections of selected sites and reporting outcomes to the customer and the Managing Director. Initiate action to prevent the occurrence of any non-conformance's relating to site processes.
- Identify and record any problems relating to the site and as specified by the customer. Initiate and provide solutions. Follow up as necessary to verify the implementation of solutions.
- Ensuring safe work practices are followed and that equipment is maintained in a safe operating condition. Accidents and incidents are reported and followed up.

QUALITY AND OH&S RESPONSIBILITIES

- Identify and introduce appropriate training initiatives.
- Monitor workplace methods and practices to ensure safe operating procedures are being followed.
- Identify safety risks and initiate controls to eliminate or control the risks. This may include the identification of some training.
- Inform a Managing Director of any incidents or accidents, which may require investigation or other, follow up.

Sign: _____ Date: _____
Employee

Sign: _____ Date: _____
Managing Director

JOB DESCRIPTION

Position: *Office Administration*

Reports to: *Managing Director*

Responsible for: *Administrative and quality assurance related duties.*

PURPOSE:

To provide effective Administration support to the company.

COMPETENCIES:

- Supervisory skills and capability
- Purchasing skills and capability
- Knowledge and understanding of rosters, schedules and the industry Award

PRINCIPAL ACCOUNTABILITIES:

The Office Administrator is responsible for:

- the provision of receptionist and typing duties for the Management team.
- inward and outward mail, distribution of pay slips and employment applications.
- organisation of quotation for equipment and liaising with suppliers in regard to orders and supplies.
- identify and record any problems relating to the product, process and quality system.
- any other responsibility as defined in the Quality Management System.

QUALITY RESPONSIBILITIES OH&S RESPONSIBILITIES

- Oversee client information to ensure it is current and up to date.
- Document any non-conformance's and implement corrective and preventative action.
- Inform a Managing Director of any comments or concerns arising from clients regarding workplace safety.

Sign: _____ Date: _____
Employee

Sign: _____ Date: _____
Managing Director

JOB DESCRIPTION

Position: *Supervisor*

Reports to: *Area Manager*

Responsible for: *The overall cleaning services on site.*

PURPOSE:

The Site Supervisor shall be responsible for the daily management of cleaning on site.

COMPETENCIES:

- Supervisory skills and capability
- Purchasing skills and capability
- Knowledge and understanding of OH&S – safe systems of work and environmental management
- Hazard identification and risk assessment
- Knowledge and understanding of rosters, schedules and the industry Award

PRINCIPAL ACCOUNTABILITIES:

The Supervisor is directly responsible to the Area Manager and has the authority and responsibility for:

- Managing cleaning services on site to ensure continued customer satisfaction.
- Promoting and encouraging a safe working environment for staff.
- Keeping stocks of chemicals, equipment and materials for the site.
- Identify and record any problems relating to the cleaning of the site. Inspect the job.
- Accountability of job success.

QUALITY AND OH&S RESPONSIBILITIES

- Provide constant communication with Area Managers and customers to ensure quality service.
- Daily interaction with Area Managers and staff re. job performance and expectations.
- Identify and introduce appropriate training initiatives.
- Monitor workplace methods and practices to ensure safe operating procedures are being followed.
- Identify safety risks and initiate controls to eliminate or control the risks. This may include the identification of some training.
- Inform the Area Manager of incidents or accidents, which may require investigation or other, follow up.

Sign: _____ Date: _____
Employee

Sign: _____ Date: _____
Managing Director