

# JOB SPECIFICATION, SCOPE OF WORK

[www.cleansource.com.au](http://www.cleansource.com.au)



**CLEANSOURCE SERVICES:**

- Equipment Sundae Machine Cleaning Service.
- Detailed Kitchen Cleaning and Vat Boil Outs Service.
- Gurney High Pressure and Playground Cleaning Service.
- General Facility Maintenance Service.

JOB TITLE	SERVICE AGENT	PURPOSE: (HOW THE ROLE ADDS VALUE)
1. Reporting to	Service and Operations Manager	<ul style="list-style-type: none"> <li>Quality and Focused Cleaning and Maintenance Services across dedicated portfolios. Per your dedicated area of expertise.</li> </ul>
2. Location:	Local and surrounding area.	<ul style="list-style-type: none"> <li>A) Brush Cleaning Services</li> <li>B) Gurney and Playground Services</li> <li>C) Detailed Kitchen Cleaning and Hood Degreasing.</li> <li>D) General Facility Maintenance and Cleaning Services.</li> </ul> <ul style="list-style-type: none"> <li>Full brush cleaning service required for key customers.</li> <li>Quarterly Tune Up Kit Install</li> <li>All Online tracking in accordance to Servicem8.com.au – Tracked on iPhone.</li> <li>Filter of side of machines cleaned thoroughly.</li> <li>Outside of machine must be cleaned on each service in full.</li> <li>All Portfolio Services require thorough cleaning in accordance to the specific checklists and Standard Operating Manuals.</li> <li>Responsible for monitoring service standards and metrics.</li> <li>Responsible for reliability and on time scheduled services.</li> <li>Positive Approach to Team Members and Customer</li> <li>Customer Service Focused.</li> <li>Ensuring compliance with OHS and Hygiene Levels.</li> <li>Training new staff when necessary</li> </ul> <p><b>What Success will look like in 2 years:</b></p> <ul style="list-style-type: none"> <li>New and retained clients, increase in market share and value</li> <li>Consistent roster and work for all resources</li> <li>Reporting and metrics delivery of quality and consistent work standards</li> <li>Operational growth for all workers involved.</li> <li>Increase in the number of resources supervising and mentoring.</li> </ul>
3. Cleansource Services Agent	Cleaning Services Agent	
4. Direct Reports:	N/A	
5. Key Relationships:	<ul style="list-style-type: none"> <li>Key clients.</li> <li>Head office management</li> <li>Operations management</li> <li>Client Relations Manager</li> </ul>	

## GOALS, RESPONSIBILITIES AND ACCOUNTABILITY

### Performance Grid.

5 = Highly Effective, 4 = Very Good, 3 = Good, 2 = Improvement needed, 1 = Unsatisfactory

<b>High Quality Results.</b> Delivery of high quality focused results across Brush Cleaning Services.	<b>Goal:</b> High Quality results for each service performed. Expected Rating: 100/100	Rating of Performance: <b>1 2 3 4 5</b>
<b>Service, Customer Service and Communication Skills</b>	<b>Goal:</b> Building positive working relationships on site with customers and Team Members. Rating range 90 – 100 %	Rating of Performance: <b>1 2 3 4 5</b>
<b>Positive Attitude</b>	<b>Goal:</b> Building great positive relationships with Team Members, Management and Customers. Rating range 90 – 100 %	Rating of Performance: <b>1 2 3 4 5</b>
<b>Technical Skills</b>	<b>Goal:</b> Expert in Equipment Cleaning. Use of Gurney Skills, and Thorough Skills on Detailed Commercial Cleaning Services.	Rating of Performance: <b>1 2 3 4 5</b>
<b>Knowledge of Standard Procedures</b>	<b>Goal:</b> Learning all Cleansource standard operating procedures.	Rating of Performance: <b>1 2 3 4 5</b>
<b>Reporting on SM8 correctly</b>	<b>Goal:</b> 100 % reporting effectively on SM8	Rating of Performance: <b>1 2 3 4 5</b>
<b>Sales and Marketing</b>	<b>Goal:</b> Upselling of Cleansource Services with Marketing Brochures.	Rating of Performance: <b>1 2 3 4 5</b>
<b>Safety Awareness and Application</b>	<b>Goal:</b> Full compliance with all Safety and Risk Assessments completed.	Rating of Performance: <b>1 2 3 4 5</b>
<b>Problem Solving Ability</b>	<b>Goal:</b> Find positive solutions to any challenges in the workplace.	Rating of Performance: <b>1 2 3 4 5</b>
<b>Responsiveness and efficiency</b>	<b>Goal:</b> Good level of responsiveness to Clients and Managements emails and communications:	Rating of Performance: <b>1 2 3 4 5</b>

### CLEANSOURCE VALUES:

- Positive attitude and building positive and great working relationships
- Safety and environmental awareness
- Respect for each other, cultural inclusion
- Professionalism, reliability
- Sustainability creating effective and high quality results for our customers
- Team -work and collaborative approach

### QUALIFICATIONS:

- 2 years + experience in Equipment Services of Commercial Cleaning
- Experience working with complex equipment or working in a professional Commercial Cleaning environment
- Trade, Mechanical or Engineering Background

### SKILLS:

- Trade or mechanical background
- Positive communication skills
- Detailed and thorough approach to work
- Mechanical minded
- Knowledge of Safety Work Method Statements

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Signed by Employee:

Date: