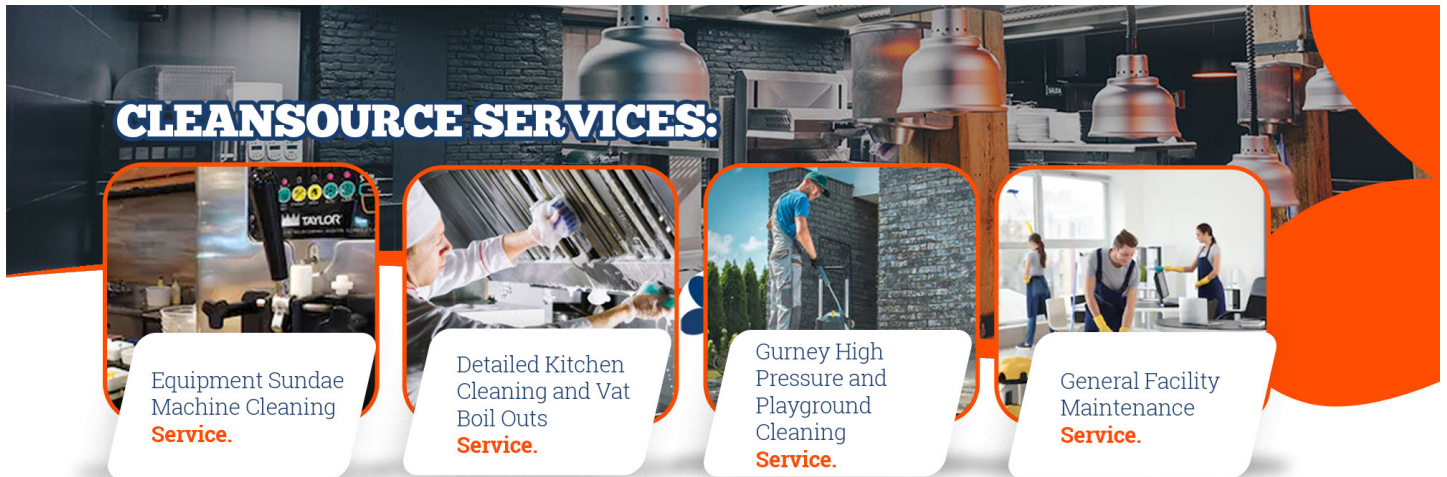


JOB SPECIFICATION, SCOPE OF WORK

www.cleansource.com.au



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

GOALS, RESPONSIBILITIES AND ACCOUNTABILITY

Performance Grid.

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

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

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

Prepared by: **Rachael Fysh,**
Director Organisational Development | Client Relations |
Masters in Strategic Organisational Development

Signed by Employee:

Date:

