

Position Description



Position:	ASRC Cleaning Coordinator
Reports to:	ASRC Cleaning Manager
Employment Type:	30.4 hours per week (0.8 EFT) - Fixed-term, 6-month contract
Salary/Work Pattern:	Level 5 under the Social, Community, Home Care and Disability Services Industry Award 2010
Location:	Based at 214-218 Nicholson St Footscray; (The ASRC also offers flexible working arrangements)

Organisational Context

The Asylum Seeker Resource Centre (ASRC) is the largest aid, employment, health and advocacy organisation for people seeking asylum in Australia. The ASRC provides a range of direct services as well as participating in law reform, campaigning and lobbying.

ASRC Cleaning Program

ASRC Cleaning is a social enterprise of the ASRC, established in 2013, which exists to provide much needed employment to people seeking asylum by providing professional, reliable cleaning services to our commercial and domestic clients.

ASRC Cleaning gives these men and women the opportunity to support themselves, gain Australian work experience and connect them to the broader Australian experience. As the ASRC Cleaning business grows, its profits are starting to support the sustainability of the broader work of the ASRC and be reinvested to further growth of the enterprise.

Specific Duties

The Cleaning Coordinator will be responsible for undertaking the following duties:

Co-ordinate the overall ASRC Cleaning Business (Domestic Operations)

- Co-ordinate day to day domestic cleaning operations; including customer service, rostering and scheduling of cleaners into one-off or ongoing shifts
- Coordinate all necessary processes and procedures
- Ensure the business meets all of its compliance responsibilities
- Regular reporting to the Director and the ASRC Cleaning Manager on operational performance, financial modelling and forecasting and booking and scheduling trends

Increase the ASRC Cleaning enterprise social and financial return

- Facilitate the empowerment of cleaning employees by providing holistic support
- Build strong relationships with cleaning employees from diverse cultures and with complex needs
- Develop and maintain strong working relationships with new customers
- Oversee the financial accounting and invoicing of the enterprise, including debt collection and arrears, in collaboration with the Finance Program.

Build and manage a strong team that deliver an excellent cleaning service:

- Support the program manager to recruit, induct and onboard employees and volunteers.
- Supervise volunteers who will provide admin, customer care and support to cleaners
- Manage the quality standards of the service

Selection Criteria

Essential:

1. Proven experience in a similar role developing positive solutions in a customer service role
2. Strong financial acumen, displayed through reporting, financial modelling, basic accounting and financial reconciliation
3. Demonstrated ability to work with individuals from diverse cultural and linguistic backgrounds in an employee/employer relationship
4. Strong communication and cross-cultural communication skills
5. Experience in building, managing and working within effective teams, including in the provision of rostering, scheduling and team management
6. Demonstrated stakeholder and relationship management skills, with proven ability to collaborate and create partnerships to influence positive outcomes

7. Proficient in use of Microsoft Office, Gmail and Excel
8. Strong aptitude for customer care and the retention of customer loyalty

Desirable:

9. Demonstrated experience supervising volunteers
10. Strong demonstrated understanding of working with people seeking asylum and/or CALD communities in an employee/employer relationship