

Position Description



Position:	ASRC Cleaning Commercial Coordinator
Reports To:	ASRC Cleaning Business Manager
Award Pay Level:	Level 4 under the Social, Community, Home Care and Disability Services Industry Awards 2010
Location:	Based at 214-218 Nicholson Street, Footscray. Hybrid work arrangement with a minimum of 2 days at the office.
Date Update:	October 2024

Organisational context

The Asylum Seeker Resource Centre (ASRC) is a leading advocacy organisation for people seeking asylum in Australia. We are a values-driven organisation that strives to be part of a movement that helps people seeking asylum by providing direct services such as assistance with accommodation, food, casework, employment, education and legal services. We campaign and lobby with our sector to drive law reform and policy change.

At the heart of the ASRC strategy is the people we serve, and our commitment to ensuring that their voices of lived experience are embedded in all that we do. The ASRC exists for refugees and asylum seekers, and we are in the service of this community of people. It's important that our work and focus is led by what this community needs, expects and wants from us.

ASRC Social Enterprises

The ASRC has two award-winning Social Enterprises, ASRC Cleaning and ASRC Catering that employ approximately 75 people with lived or living experience of seeking asylum in a range of casual and ongoing positions. The primary purpose of these enterprises is to provide people the opportunity to support themselves, gain Australian work experience and connect them to the broader Australian experience, while also focusing on skills development and employment pathways.

To sustain this purpose, the enterprises also focus on engaging a broad and diverse range of

customers to utilise these services, thus building a strong revenue portfolio to support the cost neutral sustainability of the enterprises and their continued growth.

ASRC Cleaning does so by providing professional, reliable cleaning services to our commercial and domestic clients, while ASRC Catering delivers a range of corporate and community catering services and the provision of a business to consumer meals program.

Position Purpose

The Commercial Coordinator is a key role that is responsible for the end to end support, management of contracts and provision of service to ASRC Cleaning's commercial customer base, which makes up 70% of ASRC Cleaning's annual revenue.

This role will be dedicated to retaining and uplifting existing commercial customers, alongside onboarding new customers and supporting the acquisition of future commercial contracts through enquiries, partnership and/or social procurement. This role requires astute financial acumen and the ability to manage commercial contracts alongside accrual of income. This role will work closely with the Admin team for the fulfilment of staff shifts where required, alongside other key stakeholders to ensure training, onboarding and quality control measures are all met.

Key Accountabilities

- Manage relationships with current commercial customers.
- Grow the commercial customer portfolio, with the support of the Business Manager.
- Deliver commercial tenders, quotes and social procurement applications to drive commercial customer growth.
- Lead commercial-specific training activities for new and ongoing cleaning staff to ensure staff feel comfortable and capable to perform their role autonomously and within a team.
- Ensure that high standards of performance and quality control are maintained through onsite supervision and inspections and engaging in customer feedback loops.
- Ensure ASRC Cleaning maintains its key regulatory requirements as a cleaning business.
- Oversee the financial accounting and invoicing of the business, including debt collection and arrears, in collaboration with the Finance Program, and alongside the admin team.
- Work with the Cleaning admin team to source appropriate staff for commercial contracts
- Build strong relationships with employees from diverse cultures.
- Coordinate daily customer service volunteers, and assist with day to day allocation of tasks.
- Shared on-call responsibilities in the early morning, evenings and during the day (on-call allowance supplied where relevant).

All ASRC People Will:

- Understand and follow their responsibility to always act in a manner that supports the safety, health and wellbeing of themselves and others in the workplace.
- Centre the rights of people seeking asylum and actively working toward bringing the ASRC vision and purpose to life.
- Demonstrate the ASRC values of Collaboration, Welcome, Courage and Authenticity and demonstrate behaviours that contribute to a culturally safe, inclusive and respectful workplace.

Role Requirements**Essential Skills, Experience & Qualifications**

- Demonstrated strong business development skills, identifying areas and opportunities to grow client base and revenue streams.
- Financial acumen, including contract quoting, debt control and payment management.
- Experience in contract negotiations and tender processes
- Demonstrated ability to work with individuals from diverse cultural and linguistic backgrounds
- Strong communication and cross-cultural communication skills.
- Experience in building, managing and working within effective teams, including in the provision of rostering, scheduling and team management.
- Building capacity of staff through effective training and development.
- Experience in stakeholder development and relationship management, including business to business and business to consumer engagement strategies.
- Strong aptitude for customer care and the retention of customer loyalty.

Desirable:

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

Policy and screening requirements

All ASRC staff and volunteers are required to adhere to policies and procedures which aim to further culturally safe, inclusive and respectful work practices. All offers of employment are subject to satisfactory Criminal History Check and provision of a valid Working with Children Check prior to commencement.

I have read and understood and agree to perform the responsibilities outlined in this position description.

Name:

Date: