



## Position Description – Team Member

**Reports to:** Team Leader, Operations Manager

**Peers:** Team Member

### **Supervisory Responsibilities:**

Nil

### **Proposed remuneration:**

Cleaning Service Employee Level 1

\$28.45 per hour

+ penalty rates + superannuation

*(correct as at 22 November 2022).*

**Probationary period:** 3 months

**Employment status:** Casual

**Hours of Work:** As negotiated. Standard hours normally fall between 9am-3pm Monday to Friday.

### **Position summary:**

As a SPCS Team Member, you will follow the direction of your Team Leader, presenting properties as per the property descriptions including bedmaking, cleaning all areas, vacuuming, mopping, styling, maintaining the consumables at properties, and working with internal and external stakeholders to ensure strong client and employee satisfaction.

### **Essential Functions:**

- Cleaning & styling properties as per the property descriptions
- Communicating with the team via WhatsApp
- Assist the property management functions including post-guest checks, bond checks, cleaning audits.
- Fill-in for other roles within the organization as required.
- Other duties as required.

### **Key Performance Indicators:**

To be negotiated.

Measures include:

Employee Satisfaction – surveys completed by Team Members and other internal stakeholders.

Client Satisfaction – surveys completed by Clients.

Cleaning Audit Performance – Audits of properties completed by other stakeholders.

Absenteeism/ Punctuality – Days absent, late arrival, early departure.

### **Qualifications and experience:**

Minimum 1 Year Cleaning Experience (employed) Preferred  
National Police Check