



Competency Based POSITION DESCRIPTION

POSITION TITLE	CLEANER
AGENCY	WEST BEACH TRUST
DIVISION	ACCOMMODATION
CLASSIFICATION	LEVEL 2 INDUSTRIAL STREAM
REPORTS TO	CLEANING SUPERVISOR

PURPOSE

Undertake the cleaning of accommodation and other facilities located within the Adelaide Shores Caravan Park and Resort.

KEY RESULT AREAS

1. CLEANING DUTIES

Critical Tasks	<ul style="list-style-type: none"> • Delivering cleaning services and meeting the required standard of compliance with policies, procedures, work instructions, codes of conduct and other directives; • Using appropriate chemicals and cleansing agents to undertake the cleaning of accommodation facilities; • Meeting assigned responsibilities within approved authorities.
Measures	<ul style="list-style-type: none"> ▪ Standards are met ▪ Cleaning completed within expected time frame

2. CUSTOMER SERVICE	
Critical Tasks	<ul style="list-style-type: none"> • Assist customer needs as required; • Understanding customer needs and service expectations in relation to accommodation cleanliness.
Measures	<ul style="list-style-type: none"> ▪ Customer satisfaction ▪ Nil complaints
3. OH&S	
Critical Tasks	<ul style="list-style-type: none"> • Maintaining facilities and equipment to agreed safe operational standards and safeguarding against fraud, destruction or improper use.
Measures	<ul style="list-style-type: none"> ▪ Compliance with standards
4. IMPROVEMENT	
Critical Tasks	<ul style="list-style-type: none"> • Understanding and contributing to setting and improving procedures, work instructions, responsibilities and competencies required; • Producing and maintaining information, records and documents; • Undergoing regular training in cleaning policies, procedures and work instructions.
Measures	<ul style="list-style-type: none"> ▪ Complies to policies and procedures.

COMPETENCIES REQUIRED

The competencies below are an overview of the traits and behaviours required to be successful in the position.

Competency Area	Typical Behaviours
Achievement Orientation	Sets high performance standards. Demonstrates an understanding of the level of standards required. Adheres to timetables, rosters and agreed timings.
Customer Service	Acknowledges customers in a courteous and friendly manner. Gives priority to customer satisfaction. Ensures customer requirements are met.
Ethics & Accountability	Acts in a manner consistent with organisational values. Is open and honest with information. Maintains confidentiality. Follows organisations policies.
Commitment to Safety and Environment	Committed to the philosophies of workplace health and safety and protection of the environment. Identifies relevant issues and hazards in own work area. Ensures all tasks are implemented in accordance with procedures, policies and OH&S requirements.
Teamwork	Respects others. Builds relationships with others. Is open & honest. Supports others and groups ideas. Supports the team environment.
Continuous Improvement	Identifies opportunities for process, system and work area improvement. Shows attention to detail.

SKILLS AND EXPERIENCE

ESSENTIAL	DESIRABLE
<p>High standards of ethical and professional conduct</p> <p>Previous experience in a commercial cleaning environment, preferably within the accommodation industry</p> <p>Reasonable standard of physical fitness is required in order to undertake cleaning tasks.</p>	<p>Nil</p>

QUALIFICATIONS

ESSENTIAL	DESIRABLE
Training in commercial cleaning procedures particularly in relation to accommodation cleaning.	Nil

POSITION DIMENSIONS

Staff Reports: Nil

Finance: Nil

SPECIAL CONDITIONS

- A flexible approach to working days and hours will be required as night and weekend work will be necessary
- Uniform will be provided to be worn when on duty
- Casual contract position.

Employee Signature: _____

Date: _____

Managers Signature: _____

Date: _____