

Facilities Coordinator Job Description

A comprehensive job description template
for Australian cleaning and facilities businesses

Business Name: _____

Location: _____

Employment Type: _____

Reports To: _____

Date: _____

DISCLAIMER

This template is provided for general informational purposes only and does not constitute legal advice. It is designed to reflect Australian workplace standards and cleaning industry practices at the time of publication. You should review and tailor this template to suit your business, service model, applicable modern award and specific requirements. For complex situations, independent legal or HR advice should be sought. RosterElf Pty Ltd accepts no liability for any loss arising from reliance on this document.

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1. Position Overview

1.1 Position Title

Facilities Coordinator / Cleaning Coordinator / Operations Coordinator

1.2 Position Summary

The Facilities Coordinator manages and coordinates cleaning operations across multiple sites, ensuring quality standards are maintained, managing cleaning staff and contractors, and acting as the primary liaison between clients and the cleaning business. This role combines operational coordination, people management and administrative responsibilities.

The position requires strong organizational skills, excellent communication abilities and the ability to manage competing priorities across multiple locations. Facilities Coordinators must ensure compliance with cleaning standards, manage schedules and budgets, conduct site inspections and maintain positive client relationships.

1.3 Reporting Structure

This position reports to:

- Operations Manager / General Manager
- Business Owner / Director
- Regional Manager (for larger organizations)

1.4 Employment Type

This position is available as:

- Full-time (38 hours per week)
- Part-time (minimum 20-30 hours per week)

2. Key Responsibilities

2.1 Operational Coordination

- Coordinate cleaning schedules across multiple sites and locations
- Plan and allocate cleaning staff to sites based on requirements
- Manage roster planning, shift coverage and leave arrangements
- Coordinate cleaning contractor and subcontractor work schedules
- Ensure adequate staffing levels at all client sites
- Respond to urgent cleaning requests and emergency situations
- Manage site access arrangements and security requirements

2.2 Quality Management and Inspections

- Conduct regular site inspections to ensure cleaning standards
- Perform quality audits and compliance checks
- Identify areas requiring attention or improvement
- Ensure adherence to cleaning specifications and client requirements
- Monitor and address quality complaints and issues
- Implement corrective actions when standards are not met
- Document inspection findings and follow up on actions

2.3 Staff and Contractor Management

- Supervise cleaning staff and monitor performance
- Provide training, support and guidance to cleaning teams
- Manage contractor relationships and performance
- Conduct staff meetings and team briefings
- Address staff issues, concerns and disciplinary matters
- Recruit and onboard new cleaning staff as required
- Maintain accurate staff records and documentation

2.4 Client Relationship Management

- Act as primary point of contact for client communication
- Attend client meetings and site walkthroughs
- Address client concerns and complaints promptly
- Provide regular reports on cleaning operations and issues
- Build and maintain positive client relationships
- Identify opportunities for service improvements or new services
- Ensure client satisfaction and service delivery standards

2.5 Administration and Reporting

- Maintain accurate records of schedules, inspections and issues
- Prepare and submit operational reports to management
- Manage timesheets, payroll information and attendance records
- Track and report on budget expenditure and costs
- Maintain documentation for compliance and audit purposes
- Use facilities management software and scheduling systems
- Coordinate equipment maintenance and supply orders

2.6 Facilities Maintenance Coordination

- Receive and log maintenance requests from sites
- Coordinate repairs and maintenance with tradespeople

- Track maintenance work completion and follow up
- Liaise with building managers and property contacts
- Ensure workplace health and safety compliance
- Monitor and report on building and facility issues

3. Required Skills and Attributes

3.1 Essential Skills

Organizational and Planning Skills

Strong ability to coordinate multiple sites, manage competing priorities and plan effective cleaning schedules. Excellent time management and ability to work to deadlines. Systematic approach to managing operations, documentation and reporting.

Communication and Interpersonal Skills

Excellent verbal and written communication with clients, staff and management. Professional telephone manner and email etiquette. Ability to build relationships, resolve conflicts and manage difficult conversations diplomatically.

Computer and Technology Skills

Proficiency with computer systems, email, spreadsheets and scheduling software. Ability to learn facilities management systems and reporting tools. Comfortable using mobile devices and communication apps.

Problem Solving and Decision Making

Ability to identify issues, find practical solutions and make sound decisions under pressure. Proactive approach to preventing problems before they escalate. Resourcefulness in managing unexpected situations and emergencies.

3.2 Personal Attributes

- Professional, reliable and punctual approach
- Strong customer service orientation and client focus
- Attention to detail and quality standards
- Flexibility to adapt to changing priorities and requirements
- Self-motivated with ability to work independently
- Leadership qualities and ability to motivate teams
- Calm under pressure and emotionally resilient
- Positive attitude and solutions-focused mindset
- Commitment to continuous improvement
- High level of integrity and confidentiality

4. Qualifications and Requirements

4.1 Mandatory Requirements

- Eligibility to work in Australia
- Previous experience in cleaning, facilities management or supervisory roles
- Computer literacy and proficiency with common software applications
- Excellent communication skills in English (written and verbal)
- Valid driver's licence and reliable vehicle for site travel

4.2 Desirable Qualifications

- Certificate III or IV in Cleaning Operations
- Certificate III or IV in Facilities Management
- Experience with facilities management software or scheduling systems
- First Aid certificate
- National Police Check (may be required for secure sites)
- Chemical handling and safety training
- Previous experience managing teams or contractors
- Understanding of cleaning industry standards and compliance

4.3 Experience

Candidates should have previous experience in the cleaning industry, preferably in a coordination, supervisory or management role. Experience managing multiple sites, liaising with clients, scheduling staff and ensuring quality standards is highly valued. Candidates progressing from hands-on cleaning roles with demonstrated leadership and organizational abilities are encouraged to apply.

5. Working Conditions

5.1 Hours of Work

- Standard business hours Monday to Friday (typically 9am to 5pm)
- Flexibility required for early morning or evening site visits
- Occasional weekend work for site inspections or urgent issues
- On-call availability for emergency situations may be required
- Travel between sites during working hours

5.2 Work Environment

- Office-based work for administration, reporting and scheduling
- Regular site visits to client locations for inspections and meetings
- Travel between multiple sites across designated geographic area
- Exposure to various commercial environments (offices, retail, industrial)
- Computer work for documentation, reporting and communication

- Interaction with diverse clients, staff and contractors

5.3 Physical Requirements

- Ability to drive between sites and travel regularly
- Walking and standing during site inspections
- Ability to access various building types and floor levels
- Sitting at computer for extended periods
- Occasional lifting of cleaning supplies or equipment

5.4 Equipment and Technology

- Computer, laptop or tablet for administrative work
- Mobile phone for communication with staff and clients
- Vehicle for site travel (own or company provided)
- Access to facilities management or scheduling software
- Email and communication tools

6. Award Information

6.1 Modern Award Coverage

This position is covered by the Cleaning Services Award 2020 (MA000022). The award sets minimum pay rates, penalty rates, allowances and conditions for employees working in cleaning services and facilities coordination roles.

6.2 Classification Level

Facilities Coordinators are typically classified under the award at:

- Level 3: Coordinator with supervisory responsibilities for multiple sites or teams
- Level 4: Senior coordinator with significant operational management and decision-making authority

The specific classification level will be determined based on scope of responsibility, number of sites managed, team size and level of autonomy.

6.3 Penalty Rates and Allowances

Employees are entitled to penalty rates for work performed:

- Saturday: 150% of base rate
- Sunday: 175% of base rate
- Public holidays: 250% of base rate

Full-time and part-time employees accrue annual leave, personal leave and other entitlements. Vehicle allowances or reimbursement for work-related travel applies. Refer to the Cleaning Services Award 2020 for current rates and conditions.

7. Expected Behaviours

7.1 Professional Conduct

- Maintain professional appearance and demeanor at all times
- Treat clients, staff and contractors with respect and courtesy
- Follow company policies, procedures and quality standards
- Maintain confidentiality of client and business information
- Represent the company professionally in all interactions
- Respond promptly to client enquiries and concerns

7.2 Quality and Standards

- Ensure high cleaning standards are maintained at all sites
- Conduct thorough inspections and quality checks
- Address quality issues promptly and effectively
- Monitor compliance with cleaning specifications
- Implement continuous improvement initiatives
- Maintain accurate documentation and records

7.3 Safety and Compliance

- Ensure workplace health and safety standards are met
- Identify and address safety hazards and risks
- Ensure staff follow safe work practices and procedures
- Maintain compliance with relevant regulations and standards
- Report incidents, accidents and near misses appropriately
- Promote safety culture among cleaning teams

7.4 Leadership and Management

- Provide clear direction and support to cleaning staff
- Lead by example and model professional behaviour
- Motivate and encourage team performance
- Provide constructive feedback and coaching
- Foster positive team culture and morale
- Handle staff issues fairly and confidentially

8. Application Process

8.1 How to Apply

Interested candidates should submit:

- Current resume/CV detailing relevant experience
- Cover letter outlining coordination and management experience
- Copies of relevant qualifications and certificates
- Proof of driver's licence
- Contact details for two professional referees

8.2 Selection Process

Shortlisted candidates will be invited to:

- Initial phone interview to discuss experience and suitability
- In-person interview with operations management
- Scenario-based questions on coordination and problem-solving
- Reference checks with previous employers
- National Police Check if required for specific sites

8.3 Equal Opportunity

We are an equal opportunity employer and welcome applications from all qualified candidates regardless of age, gender, cultural background, disability or other characteristics protected by law.

Position Acknowledgement

I have read and understood this job description. I understand that my duties may be varied from time to time to meet the operational needs of the business.

Employee Name: _____

Employee Signature: _____

Date: ____ / ____ / ____

For Manager Use Only

Manager Name: _____

Manager Signature: _____

Date: ____ / ____ / ____