



## **Position Description – Operations Assistant**

### **Role Purpose**

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The primary function of the Operations Assistant is to ensure that all cleaning and support jobs taking place each day run smoothly. The role involves providing exceptional customer service to clients, ensuring Goldilocks cleaning and support staff and teams are organised, jobs are scheduled, coordinated and communicated effectively to staff - multitasking several inquiries at once and problem-solving when things do not go to plan.

### **About Goldilocks Home Help and Support**

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Goldilocks Home Help & Support is a locally owned business based in Eltham, providing premium home cleaning, housekeeping, home organisation and support services across Melbourne's north-eastern suburbs.

We support families, older adults, busy professionals and NDIS participants. Our mission is to make everyday life easier through reliable, high-quality service delivered with warmth, professionalism and care.

At Goldilocks, relationships matter. We treat clients and team members with kindness, respect and integrity.

Our team is central to our success. Their ideas help shape the business as we grow, and their skills ensure every job is completed to a high standard and 'just right'.

### **Why Join Goldilocks?**

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Goldilocks Home Help & Support is a growing local business with an exciting future. This role offers the opportunity to become a trusted support to the business owner while helping clients, staff and the business thrive.

In our small business, every team member makes a real impact. Your ideas and initiative will be valued, and you'll help improve systems, processes and the client experience.

This role is ideal for someone who enjoys variety, autonomy and meaningful work.

### **Our Values**

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At Goldilocks, we value:

- Kindness
- Reliability
- Professionalism
- Initiative
- Respect
- Integrity
- Genuine care for our clients and team

We are looking for someone who shares these values and enjoys making a positive difference in people's lives.



## Position Summary

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The Operations Assistant is responsible for the smooth day-to-day operation of Goldilocks Home Help & Support.

As a key contact for clients, support workers and cleaning teams, you will coordinate schedules, manage enquiries, support client relationships and help ensure services run efficiently.

This fast-paced role requires strong organisation, attention to detail, initiative and a genuine desire to help people. The successful candidate will enjoy working in a dynamic small business environment.

## Key Responsibilities

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### Client Enquiries & Customer Service

- Respond to phone, email, website and social media enquiries promptly and professionally
- Manage new client enquiries and bookings
- Maintain positive relationships with existing clients
- Handle customer feedback and resolve issues with empathy and professionalism
- Ensure client information and records remain accurate and up to date

### Scheduling & Workforce Coordination

- Coordinate daily schedules for cleaning and support staff
- Match team members to clients based on skills, location and availability
- Manage schedule changes, cancellations and urgent requests
- Monitor staff availability and support efficient workforce planning
- Communicate schedule updates clearly and effectively to staff and clients

### Operations Support

- Assist with the smooth delivery of all cleaning and support services
- Identify operational issues and proactively implement solutions
- Maintain systems, processes compliance documentation and operational records
- Support onboarding and administration for new team members
- Contribute to continuous improvement of business systems and processes

### Business Administration

- Manage administrative tasks including data entry, file management and reporting
- Monitor and respond to enquiries received through the company website and social media channels
- Assist with invoicing and general business administration as required
- Support business growth by helping improve systems, efficiency and customer experience

### Adhoc Support

- Late afternoon and early evening work-from-home tasks may occasionally be required.
- Very occasionally, the Operations Assistant may need to assist the Operations team with transporting a housekeeping team to clients throughout the day.



## Position-Specific Requirements

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### Essential Skills & Experience

- Previous administration, scheduling, coordination or customer service experience
- Strong organisational and time management skills
- Excellent communication and interpersonal skills
- High attention to detail
- Intermediate computer skills including Microsoft Office and cloud-based systems
- Ability to prioritise and manage multiple tasks simultaneously
- Professional and confidential approach to client information
- Strong problem-solving skills and ability to work independently
- Current driver's license and access to a vehicle (preferred)

### Not Essential but Highly Regarded

- Experience coordinating mobile workforces or field staff
- Understanding of NDIS services and participants
- Experience using Wix, social media platforms or CRM systems

## Employment Type & Hours

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### Casual Position

- This casual role offers approximately 12-15 hours per week over 3-4 weekdays, with opportunities for additional hours as the business grows.
- While this is a casual position, the successful candidate will be required to occasionally work full-time (5 days per week) to cover for team members taking annual leave. These periods will be communicated in advance wherever possible and will form part of the role's ongoing responsibilities.
- This is an office-based role in Eltham, with occasional flexibility to work remotely.

### Standard working hours are between:

- 8:00am - 5:00pm Monday to Friday
- Occasionally, after-hours communication may be necessary in the event of business disruptions.
- Working days and hours will be agreed with the successful applicant and may vary based on business needs.

We are seeking someone reliable, consistent and flexible.

## How to Apply

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Please submit your cover letter and resume by close of business Friday, 12 June 2026 to [goldilockshomehelp@outlook.com](mailto:goldilockshomehelp@outlook.com).