JOB DESCRIPTION
OPERATIONS MANAGER
RELOCATION AND HOME CLEARANCE SERVICES

Job Title:	Operations Manager – Relocation and Home Clearance Services
Reports To:	Managing Director
Classification:	
Job Status:	Full Time / Part Time / Contract / Casual
Location:	Shed 3, 41 Dacmar Road Coolum Beach Qld 4573, covering the Sunshine Coast, Brisbane and Wide Bay Region (possibly a greater area later on)
Effective Date:	

Job Purpose

We are seeking a dynamic and motivated Operations Manager to join our team at Colomba® for our Relocation and Home Clearance Services part of the business. The Operations Manager will oversee the day-to-day operations and lead project delivery across Relocation and Home Clearance part of the business. This role requires a hands-on leader with strong organisational, problem solving skills, a customer-first empathetic mindset, and the ability to manage multiple projects simultaneously. You will be responsible for coordinating teams, managing logistics, ensuring compliance, and driving operational efficiency.

Business Context

Colomba® is an established business that relocates seniors, clear out their homes and those of deceased estates on the Sunshine Coast. Cleaners for Seniors provides essential cleaning and decluttering services for seniors, helping them to maintain and enhance their homes, their standard of living, whilst reducing health and safety risks.

We aim to support creative and flexible responses from every member of our workforce to benefit each and every person using our services, whilst looking after the environment by recycling, reusing and reducing waste where possible.

Our quality staff contribute to our success and are the most important part of our business. We collaborate with our team and work with them to ensure an enjoyable and rewarding experience and encourage contributions to meeting individual job-related development needs.

Key Responsibilities

Business Alignment

- Understand and adhere to Colomba's structure, values and purpose and participate in opportunities for involvement in its further development.
- Maintain confidentiality in respect of staff and client records and all privileged information relating to the services of Colomba, its staff, clients, referral network, business stakeholders and sub-contractors.
- Promote and foster the Colomba® reputation and standing within the community and with private, statutory, and voluntary sector agencies and organisations.
- Be sympathetic to and able to project the philosophy and concept of Colomba Property.

Project Management – Relocation and Home Clearance Services

- **Initial Consultation and Planning**: Consult with clients to understand their requirements for relocation and home clearance services.
- **Quoting**: estimate labour and materials to complete a project and present quotes to clients (training will be provided for this)
- **Project Management**: develop a project plan, enter the schedule in the Colomba® Web App, including detailed information for staff. Liaise with staff and various vendors, including removalists, cleaners, real estate agents, solicitors, retirement villages, aged care homes, home care providers and contractors. This includes assisting onsite, sorting, packing, moving boxes and furniture and possibly cleaning.
- **Client Communication and Support**: Maintain regular communication with clients, staff, vendors and other third parties, providing updates and addressing any concerns. Offer emotional support and reassurance throughout the process, especially since moving or clearing out a deceased estate can be a stressful experience.
- **Budget Management**: Develop and manage the project budget, ensuring all expenses are tracked and within the allocated budget with the use of Xero.
- **Quality Control and Problem Solving**: Monitor the quality of work performed by staff, sub-contractors and service providers to ensure the job is completed on time, addressing any issues or problems that arise promptly and effectively.
- **Documentation and Reporting**: Maintain the Colomba® Web App and other software with detailed records of all activities, communications, and expenses.

Operations Management

- Manage daily operations including staffing, fleet scheduling, inventory, and equipment, including assisting with scheduling staff for the whole Colomba® business
- Develop and implement operational procedures to improve efficiency and service quality.

Team Leadership

- Lead, train, and support a team of packers, movers, clearance specialists, cleaners and administrative staff.
- Foster a positive and productive work environment.
- Conduct regular team meetings, debriefs and performance reviews.

Customer Service & Compliance

- Ensure high levels of customer satisfaction through clear communication and service excellence.
- Maintain compliance with health and safety regulations and industry standards.
- Handle client feedback and resolve issues promptly.

Skills and Experience:

This is an unusual position, so we are looking for someone with a diverse range of skills and experience.

Qualifications:

- Bachelor's degree in business or project management, or a related discipline.

Experience:

- Proven experience in operations or project management, ideally in logistics, removals, or property services.

Skills:

- Strong leadership and team coordination skills.
- Excellent organisational and time management abilities.
- Proficient in scheduling software, CRM systems, and Microsoft Office. Ability to learn and use the Colomba's software.
- Second-hand items: understanding the value of antiques, collectables and various second-hand items that are viable to sell.
- Understanding of the aged care system, Retirement Villages Act, Manufactured Homes (Residential Parks) Act, selling and renting homes plus moving house.

Attributes:

- Highly organized: detail-oriented, and able to manage multiple projects simultaneously.
- Outgoing and Personable: Enjoys meeting new people and building business relationships
- Strategic Thinker: Able to see the big picture and develop long-term plans.
- Creative Solutions**:** Finding innovative ways to address the unique challenges faced by Colomba®, seniors and their families.
- Excellent Communicator: Strong verbal and written communication skills. Explaining services and benefits in a straightforward and easy-to-understand manner.
- Empathetic: Understands and responds to the needs and concerns of seniors and their families.
- Patience: Taking the time to listen and respond thoughtfully to clients' requirements, questions and concerns.
- Proactive and Self-Motivated: Takes initiative and works independently.
- Adaptable: Comfortable in what can be a fast paced and changing environment.
- Problem-Solving Abilities: Quick thinking to resolve any issues that arise during a job.
- Attention to Detail: Ensuring all aspects of the move are handled meticulously to avoid any issues.
- Respect for Diversity: Being aware of and respectful towards the cultural backgrounds and values of staff, third parties, seniors and their families.
- Trustworthy and Reliable: establish and maintain trust with clients, being someone clients can rely on for accurate information and timely support. Able to be trusted with our clients lifetime of memories and possessions.

Work Health and Safety

- Work in line with the Health and Safety Policy to ensure not only personal health and safety, but also the health and safety of others.
- Assist with ensuring Work Health and Safety guidelines are strictly adhered to including manual handling.
- Assist with ensuring the working environments continue to be a safe, secure, healthy, and a fulfilling place to work.
- Co-operate with and attend all appropriate mandatory and statutory training and staff meetings as required by Colomba® and/or the professional bodies.

Compliance Responsibilities

It is a condition of employment that all employees comply with all Colomba® policies, procedures and guidelines including:

- Colomba® Code of Conduct,
- Maintaining safe working procedures and practices in accordance with the Work Health and Safety Act 2011 (Qld);
- Anti-Discrimination Act 1991;
- Human Rights Act 2019;
- Harassment and Bullying prevention policies and relevant legislation
- Privacy policies and legislation; and
- Industry codes including but not limited to Aged Care Act, Aged Care Code of Conduct; Statement of Rights; Serious Incident Response Scheme

Performance Goals:

Project Management – Relocation and Home Clearance Services

- **Timely Project Completion**:: Complete all relocation and home clearance projects on or before the required deadline.
- **Client Satisfaction**: Ensure our clients are satisfied with our services
- **Efficiency in Resource Management**: Quote and manage projects so that they meet the required profit margin per job.
- **Process Improvement**: Implement any new process improvements to enhance project efficiency and client experience.

Benefits:

- Competitive salary and performance-based bonuses.
- Opportunities for professional development and career growth.
- Supportive team environment.
- Be part of a fantastic team.
- Enjoy the feeling of being able to help seniors and/or their families through one of the most stressful times in someone's life.

Our Values

Colomba® has an ongoing commitment to its business values and expects all employees to demonstrate an attitude which embraces maintaining a good work ethic whilst being honest, caring, compassionate and respectful to others.

Acknowledgement

It is not the intention of this job description to be exhaustive or limit the scope or responsibilities of the job, but to highlight the most important aspects. It is essential that all employees are committed to their jobs and the success of the business,and maintain a willingness to accept total flexibility in the job function and perform any other reasonable duties and responsibilities which may be assigned to the job from time to time. This includes temporary redeployment to other jobs if required, in order to meet business demands and customer service needs, and within your skills, qualifications and experience, undertake other responsibilities and perform other duties as necessary to meet business operating requirements.

The job description may change, and such change will only be made following consultation between the Managing Director and the employee.