

Soft Services Coordinator (based in Gauteng)

We have a vacancy for a Soft Services Coordinator, to be based in **Gauteng**.

If you appreciate a company culture that encourages ownership, innovation and client delight, you will thrive in our diverse, driven team.

Position Summary

We're seeking a Soft Services Coordinator to manage building maintenance, cleaning operations and facility services across designated sites in Gauteng. You'll ensure our facilities meet contractual standards while delivering excellent client service.

Key Accountabilities / Principal Responsibilities:

Primary Duties

- Oversee cleaning, hygiene, pest control and waste management services
- Coordinate building maintenance and garden upkeep
- Manage indoor plants and environmental services
- Ensure compliance with service level agreements (SLAs)
- Serve as primary point of contact for assigned clients
- Provide regular updates on service delivery and operational issues
- Handle boardroom bookings and event coordination
- Ensure timely resolution of client requests

Team and Contractor Supervision

- Manage on-site staff, including work schedules and performance assessments
- Oversee contractor performance against SLAs
- Delegate responsibilities and implement corrective actions when needed
- Conduct service assessments on key performance areas

Administrative and Financial Control

- Process and approve contractor invoices and payments within required timeframes
- Be familiar with the approved invoicing procedures and abide by them
- Forward to head office accounts department
- Monitor on-site expenditure and budgets
- Manage timesheets and service schedules
- Submit monthly management reports to head office

Quality Assurance

- Track and follow up on outstanding work orders via Helpdesk system
- Implement and maintain operational processes and procedures
- Conduct regular service quality assessments
- Recommend operational improvements

Management Reports

- Complete monthly management report for head office, highlight all operational issues and comment on the status of such issues
- Report on status of projects
- Report on staff
- Highlight concerns
- Make recommendations or submit request for assistance.

Manage and Coordinate General Building Operations

- Ensure all operational outputs are noted
- Timesheet management
- Manage on-site expenditure
- Communicate all operational aspects to staff
- Ensure that client has been made aware of any operational changes
- Make recommendations on any operational issues that need altering to fit individual sites

Implement and adhere to Processes and Procedures

- Institute all approved processes and procedures
- Adapt and make site specific
- Communicate to staff and ensure they have a clear understanding
- Implement revised processes and procedures, and create additional where needed

It should be noted that, for operational reasons, it may be necessary to perform tasks other than those described herein from time to time.

Prescribed procedures may be amended by management as and when required.

Qualification Requirements and work-related experience

- Grade 12
- 2-5 years' experience in a facilities management environment
- Computer literate in MSOffice
- Experience of contract administration
- Experience in writing and presenting reports
- Knowledge of pre-planned maintenance services advantageous

People and Management Skill

- Good interpersonal skills
- Good and proven leadership skills
- Self-motivated
- Proactive
- Able to take control of situations
- Able to work under pressure and meet deadlines
- Able to manage contractors in line with agreed SLAs
- Customer focused
- Integrity
- Punctual with good time management skills
- Computer literacy skills

Additional Responsibilities and Skills:

The employee recognizes that their conduct and performance directly represent the client and commits to always maintaining professional standards. As AFMS Group operates as a service provider, it is essential to take all required measures to ensure service delivery meets client requirements and adheres to established service level agreements.

Interested? Submit your CV now.

All vacancies advertised by AFMS Group are in full adherence to South African labour legislation, including the Employment Equity Act, Labour Relations Act, and Basic Conditions of Employment Act.

We strive to create an inclusive workplace that values diversity and welcomes applications from all qualified individuals, regardless of race, gender, disability, or any other protected characteristic.

Our recruitment process is fair and equitable, focusing on the qualifications, skills and experience that are relevant to each role. We ensure that all candidates are treated equally and no discrimination will be tolerated.

By submitting your application, you consent to the processing of your personal information in accordance with the Protection of Personal Information Act 2014 (POPIA) for recruitment and hiring purposes.

Please note, relocation costs will not apply.

If you have not received a response within 30 days of the closing date, please consider your application unsuccessful. However, your information may be retained for future opportunities unless you request otherwise.

For information on AFMS Group, including more information on our company culture, visit our website at www.afmsgroup.co.za

Applications to be addressed to Matthew Toontjies: recruitment@fm-solutions.co.za

Closing Date for applications: Monday, 16 February 2026, by 16h00