
Extreme Cleaning Services

Window and Detail Cleaning Team Manager

Job Description

Basic Function:

Responsible for client communication, supervising cleaning staff and performing all cleaning activities at the homes, businesses and properties of our clients.

Responsibilities:

1. Determine, manage and delegate work flow and instructions to cleaning team on a daily basis.
 2. Inform the manager or owner on the status of supplies so they may replenish various cleaning supplies as required.
 3. Resolve problems and discrepancies on jobs and/or interact with clients to amend issues.
 4. Train and supervise new employees. Instill and maintain company established work-flow philosophy in all employees, and lead by example.
 5. Return tools, dirty towels and unused cleaning supplies to the utility room at the end of each day, or as otherwise instructed
 6. Determine customer's needs, respond to client's inquiries and specific cleaning requests regarding jobs as needed, and communicate same to team members.
 7. Maintain and update the *Team Control Book* and *Daily Team Record* report on a daily basis.
 8. Perform Quality Control Check walk-through before leaving every client's home. Redirect cleaning as needed.
 9. Leave personal note on Client Invoice in every home, all the time, on every visit.
 10. Look for unmentioned needs, offer add-on services, perform sales to existing and potential customers, and perform estimates and follow-up sales duties at all opportunities.
 11. Maintain first-aid kit and refill as necessary. Be familiar with first aid supplies and use.
 12. Reliably perform all duties required of a Technician with proficiency.
 13. Enforce safety precautions and rules specified in company Safety Program Handbook.
 14. Attend and participate in meetings as required.
 15. Supervisory Responsibilities:
 - a) Develop and maintain an effective organization through the training, motivation and review of all cleaning personnel.
 - b) Arrange work schedules for staff and temporary help as needed
 - c) Oversee and supervise cleaning crew on a daily basis.
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Skills:

English Oral Communication Skills
English Written Communication Skills
Organization
Reading Skills
Professionalism
Efficiency Skills
Ability to lift or move up to 50 pounds
Client Relations

Experience:

Prior window cleaning, sales or supervisory experience required

Certification/Licenses:

Must meet valid insurance underwriting requirements and have clean driving record

Position Reports to:

ECS Operations Manager