

Job title	<i>Supervisor</i>
Reports to	<i>General Manager/Owner</i>

Job purpose

- To ensure all homes and offices are cleaned to exceed the customers' expectations.

Duties and responsibilities

- Ensure assigned properties are cleaned and maintained to the highest standard.
- Assist in the training of all residential and commercial cleaning associates, ensuring that all associates have a complete understanding of the company policy, procedures and expectations.
- Efficiently maintain associate work schedules on a daily basis.
- Supervise cleaning associates, ensuring they meet with the highest standards of cleanliness.
- As necessary, function in residential and commercial cleaning associate role to ensure work is complete.
- Maintain control of company property such as; phones, keys, and supplies.
- Ensure all associates have sufficient cleaning supplies and the knowledge of how to use them.
- Set a constant example to all associates in dress and behavior, ensuring all associates are adhering to grooming and conduct standards.
- Evaluates employee performance, conduct on-the-job training and coaching when necessary, and initiate disciplinary action of associates when appropriate.
- Promote a safe and disciplined environment with adherence to company policy and procedures.
- Report incidents, procedure, or safety violations to management.
- Makes routine customer visits and directly interact with customers during jobs to assure that customer's job specifications are met.
- Communicates special on-site job requirements.
- Assist in recruitment and selection of residential and commercial cleaning associates when required.
- Conduct safety meetings with employees prior to each job and assures that proper safety procedures are followed at the job site.

Qualifications

- Flexibility for evening/week-end hours on various sites. Night hours expected.
- 2 years residential and commercial cleaning or comparable training or experience.
- Previous supervisory experience.
- Honest, trustworthy, focused with good personality.
- A good team worker.
- Excellent attention to detail.
- Verifiable work history with solid references.
- Must be available for on call assignments.
- Must have reliable transportation and travel to and from assignments
- Must be able to work unsupervised
- Able to do other tasks that are asked of them by their immediate supervisor/manager in regards to the job.

Direct reports

Full Time Service Cleaner
Part Time Service Cleaner

Approved by:	
Date approved:	
Reviewed:	