



Cleaning General Manager Job Description

HOW TO GET PAID TODAY

Are you looking for something more...? Every single one of us can make a difference but together we can make a change. Join the Cleanup My Shhh... family to change the world by bringing clean spaces to everybody, everywhere

WHAT WE OFFER

- Rich commission program (company stock)
- Bonuses, awards, certifications, outstanding flexible paid time off program
- Paid training
- An encouraging, motivating, positive, and professional work environment where you are not just a number, but a teammate helping to transform the cleaning industry and changing the world by providing clean spaces to everyday people

ROLE AND RESPONSIBILITIES

Responsible for ensuring teams are running well as it possibly can, with a smooth efficient service that meets/exceeds the expectations and need of clients. Role and responsibilities include but not limited to what is listed below:

- Managing Cleaning Coaches, Cleaning Captains and Cleaning Teammates while focusing on their performance in terms of standards of cleanliness and their behavior whilst on duty
- Ensuring that a first-class cleaning service is delivered all accounts overseen
- Ensuring all staff are aware of the Healthy and Safety policies and procedures
- Overseeing monthly invoicing
- Assist in marketing activities
- Bringing on new accounts
- Leading special projects
- Fielding overall customer satisfaction customer
- Assist in hiring of Cleaning Coach, Cleaning Captain and Cleaning Teammate
- Making monthly visits to accounts
- Providing training to Cleaning Coach
- Researching new technologies and alternative methods of efficiency
- Setting and reviewing budgets and managing cost
- Overseeing inventory, distribution of goods and facility layout
- Managing quality assurance programs

Role and responsibilities of Cleaning Coach is crucial to success and must not be overlooked. Critical items seen below must be performed with an eye to detail:

- Successfully managing accounts to maintain healthy financial state
- Bringing on new accounts while maintaining healthy work relationships
- Making sure all customer complaints are properly handled



QUALIFICATIONS AND EDUCATION REQUIREMENTS

- General knowledge of cleaning products, supplies, and techniques for cleaning
- Able to follow verbal directions
- Ability to work well alone, or with a partner or team
- Reliable and punctual with a dedicated professionalism to job and duties
- Able to adapt to changing schedules or routines
- Excellent time management skills
- Able to assist team members with cleaning duties when needed
- Pays attention to detail when cleaning
- Organized and able to follow a schedule
- Excellent verbal and written communication skills
- Strong customer service skills
- High school diploma or equivalent; relevant experience; or knowledge, skills, and mental ability equivalent to 2 years of high school education
- Bachelor's Degree; not required but preferred
- Ability to lift up to 25 to 30 pounds
- Physically able to reach, stretch, bend, and walk during daily routine, with ability to stand for long lengths of time
- Able to work nights, weekends, and occasional holidays
- Working vehicle
- Valid driver's license and insurance
- Professional appearance and demeanor
- Ability to pass a drug test
- Ability to show proof of employment authorization (SSN, Birth Certificate, etc...)
- 3-5 years of cleaning experience
- 3-5 years of managing others

PREFERRED SKILLS

- Previous experience cleaning preferred
- Ability to pay attention to detail
- Positive attitude
- Good interpersonal skills
- Previous experience of managing a team

ADDITIONAL NOTES

Right person is punctual, thorough but fast, eager to learn, ability to lead others and provide cleaner environment