

JOB DESCRIPTION – TEAM LEAD

Your priority is simple – to lead your team in delivering a high-quality standard of service

As a team lead, you are still undertaking cleaning tasks but have the additional responsibility of supervising team members and communicating daily with the office manager/owner.

You are the ambassador of the company brand, so you must always carry yourself in a professional manner, leading by example.

START OF DAY

You will meet with the office manager/owner to receive your instructions. Make sure you go over them together so there are no misunderstandings and suggest any changes you feel necessary to achieve your goal of delivering that high-quality standard of service.

You are responsible for ensuring the cleaning team has all the cleaning kits properly prepared for the day's clients and the vacuum and necessary tools are in good working order.

Make sure you have the necessary keys and access codes

CLIENTS' HOMES

It is your responsibility to inform the office when the team has arrived

You are responsible for creating a safe and productive atmosphere for staff members

ensure team members are following company standards for safe use of tools and products as well as keeping non-business conversation between each other and clients at a minimum so to not distract from the work flow.

You are responsible for ensuring staff is working in their assigned areas appointed by the office and you have the power to change the assigned areas if you find it necessary to improve the end result of the clean.

Example 1 - you might notice two of the cleaning techs have been slowed down by conversation and you feel they need to be in separate areas of the home to stop the conversation

Example 2 – you have had to fix numerous mistakes in a previous home and you notice the same areas are given to the cleaning tech with the issues on the next home. Switch her to another area for the next clean as chances are, she is going to make the same errors.

Always report making any changes when you meet with the office manager/owner at the end of the day. Never take it upon yourself to reprimand or discuss issues with any of the team players. This is the responsibility of the office manager/owner.

If your team members understand your role (the responsibility of the owner) there will be no questioning your position and decisions. If it happens remind them to take it up with the office manager/owner. If it becomes confrontational, do not engage, reminding them again to talk with the office manager/owner.

Time management is your responsibility, making team members aware of time remaining when you feel they are slowing down. This means you must be aware of how much time is allotted to each home.

Know what to do in an emergency situation. If you don't, talk with the office manager/owner to understand what you are supposed to do and what constitutes an emergency based on company policy.

Know what to do when you are faced with an unsafe environment. Unattended teenagers or children in the home, aggressive animals, power outage, unruly client, iced sidewalk to access door. Ask office manager/owner for clarification

You are responsible for checking the work of others, during (to catch errors so team members can correct) and when team members are finished (you are responsible for fixing the errors and recording them to discuss at the end of the day)

It is your responsibility to notify the office when the team is finished.

END OF DAY

You will meet with the office manager/owner (while the team members are unloading and refilling the cleaning kits) to discuss how the day went and share any issues you might have had and together work on effective solutions so that you have the tools necessary, going forward, to achieve your goal of delivering that high quality standard of service.

Prepare yourself for the next day. Know the client schedule.

To summarize the goal is

to lead your team in delivering a high-quality standard of service!

Consequences of not achieving that goal

The clients' happiness with the clean solely falls on your attention to detail, finding the errors (if any) and fixing them. Failure to do so will result in you, alone, being held accountable for any valid complaints the office receives.

When a complaint is received, we will discuss solutions to ensure the issues are not repeated.