

## All Job Descriptions include the following:

- Pay Rate
- Brief Description
- Responsibilities & Expectations
- Requirements to qualify for this position
- Job Openings

Job descriptions are subject to change and are a general overview. Additional details can be found in the training manuals for each position and the employee handbook.

## Pay Rate

\$475 - \$700 a week

Cleaners are paid an hourly rate per job based on time allocation. You are a true W-2 employee, not 1099 contract worker. We cover all work expenses. Team Leader pay ranges from \$16 - \$20 an hour based on time on the job and/or region. Every year you get a \$1 increase in hourly rate until you reach the maximum of \$20. Team Leaders are guaranteed between \$475 - \$550 a week based on location and years of service.

## A typical schedule for a 2-person Team

Report to the office Load the company car and leave for your first job	7:30 AM	Not Paid
1st job starts	8:00 AM	Paid
First job ends	10:30 AM	
30 minute drive time to next job		Not Paid
30 minute morning break / early lunch		Not Paid
2nd job starts	11:30 AM	Paid
2nd job ends	2:00 PM	
30 minute drive to next job		Not Paid
3rd job starts	2:30 PM	Paid
3rd job ends	4:30 PM	
Drive back to the office		Not Paid
Arrive at office Unload the car and prepare for the next day's job	5:00 PM	Not Paid
Leave the office to go home	5:10 PM	N/A

**In the above example, you get paid for 7 hours, even if you get done with a house early.** You get paid for the allocation of time and not the actual job time. And because jobs often end early, once you learn the job (15 mins early per job), teams are often back to the office 45 minutes early and on the way home by 4:30 PM. We do not require cleaners, to clean more than 7 hours a day and never past 5:00. Our average billable cleaning hours is 6 hours a day because our average job is about 2 hours.

## **Brief Description**

Our standard cleaning crew is 2 cleaners, one a Cleaning Partner and the other a Team Leader. Team Leaders run the team. Sometimes a Team Leader will run a team of 3 cleaners and Senior Team Leaders may run 4 cleaners from time to time.

Team Leaders clean. They clean just as much as the Cleaning Partner, sharing the work load as a true team. The only time the Team Leader is not cleaning is when they are conducting the Pre-Clean Inspection and the Quality Check at the end of the job. Team Leaders are also the primary contact for the customer, when the customer is at home.

Team Leaders are the on-site supervisor to manage quality and customer service. **The success or failure of our company is primarily in the hands of our cleaning teams and the Team Leaders that manage them.**

This job is a management job. Managing one person requires the same skills as it does 5 people. Most of your training as a Team Leader will be leadership based.

You and your partner are building and managing a book of recurring customers assigned to your team. You will clean other customer's homes but most of your cleaning will be your assigned recurring customers.

Your goal is to make your customers happy with their cleaning. This is accomplished by doing a great job, based on their work order notes, every time you clean. Happy recurring customers stay longer, tip more during the holidays and you tend to get out of your recurring customer faster simply because you know the home like the back of your hand. But never take your customers for granted. Cleaning is expensive and if you fail to deliver quality cleaning even one time, the customers will complain or terminate their service.

Team Leaders report to the Area Manager

## **Responsibilities & Expectations of a Team Leader**

- Keep you and your Cleaning Partner(s) safe. Safety is the company's #1 concern.
- Drive the Company Car to the jobs in a safe way. GPS system in cars track several factors.
- Make sure the home passes the Quality Check at the end of the job, according to the work order
- Make sure the customer is happy. Customer Online Reviews are a big part of our success.
- Customer complaints cannot exceed the company limits (no more than 3 complaints in 6 months)
- Win the Consistent Quality Cleaning Club award in first year (no complaints in 3 months)
- Be a Leader. Supervise, Develop, Nurture and Retain your Cleaning Partner(s)
- Provide written daily feedback to any new Cleaning Partner (first 30 days)
- Lead by example in everything you do, including quality cleaning and attendance
- Keep the office informed of any changes in the customer's work order or job requirements
- Make sure your team finishes every job on time
- Comply with all company rules and instructions

## **Requirements to qualify for the position:**

- Includes all the requirements of a Cleaning Partner
- Demonstrate you are dependable, consistent high-quality cleaner with appropriate pace.
- Good attendance record and cannot be tardy to work.
- Have a good temperament and attitude. Being a Team Leader will test your patience.
- Have good Problem Solving and Decision Making skills
- Pass the Team Leader certification class and Final Exam

- Have an acceptable driving record according to the criteria of our car insurance company

**Unacceptable** – for youthful drivers under age 26

- Excess speed violation over 15 miles per hour in last 3 years
- More than one moving violation in last 3 years
- Current expired or suspended license for driver or not licensed in USA
- Two or more at fault accidents in last 3 years
- Three or more not at fault accidents in last 3 years
- A “serious” violation in the last 5 years

**Unacceptable** – for driver age 26 and above

- Current expired or suspended license for driver or not licensed in USA
- More than one excess speed violation over 15 mph or one excess speed and another violation in 3 year period
- More than two moving violations in last 3 years
- Two or more at fault accidents in last 3 years
- Three or more not at fault accidents in last 3 years
- A “serious” violation in the last 5 years

**Definition of serious violation:**

- DUI (driving under the influence of drugs or alcohol)
- Reckless Operation
- Texting while driving
- Hit skip
- Drag Racing
- Fleeing police
- Vehicular homicide
- Speeding in school zone / construction zone
- Passing a stopped school bus
- Not yielding to an emergency vehicle

## **Job Openings**

We cannot grow without new Team Leaders to run our new teams. Our goal is to add at least 1 new team in each location every 6 months. At this pace there would be 1-2 openings every year.

New Cleaners with no experience, can often apply for Team Leader training 90 days after their start date. We allow Cleaning Partners to become Team Leader substitutes as early as 90 days so they can run a team

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## Team Leader - Job Description

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when our Full Time Team Leaders take vacation or call out sick. As a Team Leader substitute, you get paid as a Full Time Team Leader even if you are not running your own team.

Cleaners with residential cleaning experience, can become Team Leaders within 1 month of employment with It's Maid Day.