

All Job Descriptions include the following:

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

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

\$570 - \$770 a week + tips and bonuses **Weekly Guarantee Pay:** \$570 PLUS tips and bonuses

Cleaners are paid an hourly rate per job, based on time allocation. You are a true W-2 employee, not 1099 contract worker. Starting pay is \$19 an hour, and every year you get a \$1 increase rate until you reach the maximum of \$25. Work from Home Cleaners are guaranteed \$570 a week their first year and increases every year. In addition, you get 100% of all tips and bonuses since you have no partners. You are still eligible for quarterly bonuses of up to \$1,600 a year for no complaints, just like all cleaners.

A typical schedule for a Cleaner Working from Home

Example #1 (6 hours of cleaning)

Load your car and Drive to your first job	7:45 AM	Not Paid
1st job starts	8:30 AM	Paid 3 hours
First job ends	11:30 AM	
30 minute drive time to next job		Not Paid
30 minute morning break / early lunch		Not Paid
2nd job starts	12:30 PM	Paid 3 hours
2nd job ends	3:30 PM	
Drive Home		Not Paid
Arrive at Home Unload the car, do laundry, prepare for the next day's job	4:00 PM	Not Paid

6 hours x 5 days a week = 30 hours

\$19/hr = \$570/wk	\$20/hr = \$600/wk	\$21/hr = \$630/wk	\$22/hr = \$660/wk
\$23/hr = \$690/wk	\$24/hr = \$720/wk	\$25/hr = \$750/wk	+ Tips & Bonuses

Example #2 (Max Day-7 hours of cleaning)

Load your car and Drive to your first job	7:45 AM	Not Paid
1st job starts	8:30 AM	Paid 4 hours
First job ends	12:30 PM	
30 minute drive time to next job		Not Paid
30 minute morning break / early lunch		Not Paid
2nd job starts	1:30 PM	Paid 3 hours
2nd job ends	4:30 PM	
Drive Home		Not Paid
Arrive at Home Unload the car, do laundry, prepare for the next day's job	5:00 PM	Not Paid

7 hours x 5 days a week = 35 hours

\$19/hr = \$665/wk	\$20/hr = \$700/wk	\$21/hr = \$735/wk	\$22/hr = \$770/wk
\$23/hr = \$805/wk	\$24/hr = \$840/wk	\$25/hr = \$875/wk	+ Tips & Bonuses

How it works:

- You are an individual cleaner, working from home, cleaning by yourself.
 - All company rules and policies still apply
- It's Maid Day will provide you all the supplies and equipment you need.
- You will mail all customer payments to the office on a daily basis, using postage-paid envelopes
- You will not clean big jobs like Spring, Occasional, and Move-In/Out jobs. You will only clean recurring customers.
- You will clean two houses a day
- Your maximum time cleaning is 7 hours a day
- If you have a cancelation or short week you will work with a team otherwise you can opt out of cleaning with a team, but then your guarantee pay will be removed for that week.
- You drive your own car.
- It's Maid Day pays for your gas to all jobs and back home.
- You will come to your service center once a month for supplies and meet with your Area Manager
 - This is a 30 minute paid job and gas allowance for coming to the office.
- You will come to the office once a week to refill cleaning solutions
 - You will fill multiple spray bottles of cleaning solution each week to last the week. There are maximums to all supplies and is checked out by the Area Manager or Office Staff member
- You will do your own laundry for rags and mops at home
- You bring vacuums into your home because they get damaged in humid weather, even inside a car
- You will sign a check-out document for vacuums and supplies, with a \$200 deposit. This deposit can be taken out of your paycheck at \$50 a week, for up to 4 weeks, while you are working on a team when you initially start working for It's Maid Day on a team.

Job Description: Individual Cleaner – Working from Home

Area Managers and Office support you, just like any cleaner. Area Managers will conduct post-cleaning inspections, onsite observations, and equipment inspections. You will call into our weekly meetings using your phone. You will be paid for this time.

We pay for your gas to jobs and back home. If you live farther than 10 miles from the office, the overage would not be eligible for reimbursement. We will calculate gas reimbursement using total miles based on our systems routing, using 30 mpg, and \$3 a gallon. Gas reimbursements are paid weekly.

Individual cleaners will not clean homes (typically) under 2.5 hours of cleaning (1 cleaner time) and no more than 4.5 hours. Over 50% of our recurring customers are 4 hours or less for one cleaner (2 hours on a team of 2 cleaners).

You sign an agreement that our equipment or supplies can only be used for It’s Maid Day customers we assign to you through our operating system. The agreement includes a non-compete and non-solicit agreement indicating that you cannot contact any current or prior customers for maid service for up to 2 years after separation, the same as all cleaners sign.

Cleaners drive their own car to the jobs

An individual cleaner working from home should not drive much farther in their personal car than if they report to the office.

Work from Home	Work from Office
Drive to 1 st Customer	Drive to Office
Drive to 2 nd Customer	Drive Home
Drive Home	

People who work from the office pay for gas to and from the office. Cleaners who work from home get their gas paid for all driving time, including back home. This is a saving in your weekly gas expense.

You have to ensure your car at State minimums, and It’s Maid Day must be listed on the policy as an insured. This alerts It’s Maid Day if your premium lapses or stops. The company will cover each individual car for up to \$1,000,000 of liability coverage.

Car Requirements: We use the same rules as Ubur for our first three requirements below

- 15-year-old vehicle or newer
- Good condition with no cosmetic damage
- No commercial branding
- Enough trunk and/or back seat space to transport required equipment. Nothing in front seats
- Proof that the car is registered in GA. (It does not need to be registered in your name.)

Job Description: Individual Cleaner – Working from Home

Individual cleaners have to pass a DMV check according to our insurance company. A list of events can be found at the end of this document.

An “It’s Maid Day” car magnet must be on your car during the day.

How many miles will you put on your car?

The territory for cleaners working from home is the same as a team.

On average, the miles between jobs is no farther than 15 miles. With three legs of driving, you could have as much as 45 miles a day, 225 miles a week, or 11,250 a year. (50 weeks of work max)

If you work on a team and report to the office you might drive 10 miles to work and 10 miles home. That is 20 miles a day, 100 miles a week, or 5,000 a year.

The new miles driven just for cleaning is about 6,250 a year in the above example (11,250 – 5,000) but if you live on the edge of our territory or outside of our service area, the drive time could be more.

What is the cost of putting more miles on your car?

The primary cost associated with miles is Break Pads and Tires. The avg cost for replacing brake pads is \$150 per axle or \$600 for all four. Break pads should be replaced every 40,000 miles, which breaks down to \$0.015 (1.5 cents). The cost of tires for all four tires is about the same cost and duration. So it costs about 3 cents a mile. So that cost would be \$187.50 a year (6,250 miles x 3 cents). You can add in other costs like oil changes and such, but those are smaller expenses. So if you doubled the expense, and say \$400 a year in increased expenses. Compare that to your increased earnings of \$7,500 a year.

Washing Rags and Mops at Home

You will wash your rags and mops at home. You must have a washer and dryer at your home. The Area Manager will inspect your home to confirm. Being in an apartment with washing machines in a separate location outside of your apartment does not qualify.

The office in Kennesaw pays about \$50 a month in water bill for 8 teams or 16 cleaners. That is about \$3-\$5 more a month in your water bill.

How do we handle keys?

For customers who choose individual cleaners, customers will be required to use a Key Lock Box and either leave it on the door or in a hidden place

Customers will be charged the full amount if they forget to leave a key

About 20% of customers provide us with keys so 80% of customers are either at home, or provide us access through garage door codes, etc.



Part Time employment (less than 5 days a week)

Our minimum part-time positions still requires 3 days of cleaning. So you can choose 3 or 4 days a week.

Advantages of Individual Cleaner over working on a Team

- You make more money than any other cleaning position, about \$7,500 a year more
- You keep 100% of all tips and review bonuses since you are not splitting tips/bonuses with partners
- You don't pay for gas to come to work, and that saves you gas money
- You spend more time cleaning and less time driving
- Your day starts later and ends earlier since you don't have to start and end your day at the office
- You don't have to manage a partner
- You only have to unload and load the car twice a day versus 3-4 times a day
- You don't have to do big jobs like Spring, Move-In/Out, and Occasional
- The cleaning should be easier and less stressful. You clean recurring customers only, and you have more time because a single cleaner tends to be a little faster than a team.
- You are working by yourself if you like that.
- Your COVID risk drops because you are not riding in a car with a Partner

Disadvantages

- You have to load and unload the car by yourself
- Your maximum cleaning per day is 30 minutes more than a team cleaner (7:00 vs 6:30)
- You drive your own car

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Requirements to qualify for the position:

- **Work for It's Maid Day as a cleaner on a team for 6 months, or if you have verifiable residential cleaning experience of at least 1 year then your requirement is to work as a cleaner on a team with It's Maid Day for one month or until we see that your quality, speed, and attendance is at acceptable levels. During this time you will get paid as a Team Leader which is \$17 an hour with a \$500 weekly guarantee plus tips and bonuses.**
- Pass the Team Leader test and Practical training
 - a. Although you are not running a team, the individual cleaner does everything a team leader does in managing the job and customer.
- Good attendance including no history of missing same day(s) consistently like Mondays or Fridays
- Good quality cleaning with no complaints for a month or no more than 1 complaint three months.
- History of not getting out of homes quickly. Customers who select individual cleaners want you there the entire time or close to it.
- Have a car in good working order and looks presentable.
- Carry personal car insurance with State Minimums of 25/50/25 and It's Maid Day added to your policy as an insured. There should be no expense to you to add an insured to your policy.
- Have a washer and dryer in your home. Not in the complex but actually in your apartment or home.
- Smartphone in order to access our operating system, forms, and communications
- Have an acceptable driving record according to the criteria of our car insurance company

Unacceptable :

- 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

Insurance, Benefits & Time Off for Full-Time Employees

We totally get it. Our product is our people, so we treat our people like Super Stars. We provide world class benefits including a retirement plan. We are the employer of choice among professional cleaners and we work hard every day to support our people.

- 4 weeks off starting your first year – (5 weeks after 3 years, 6 weeks after 5 years)
- Paid vacation – (3 days after 6 months, 1 week after 1 year, 2 weeks after 2 years and 3 weeks after 5 years)
- No jobs past 4:15 PM (This is a strict rule, unlike other maid companies)
- \$25,000 of Life Insurance – (FREE, company paid)
- Dental insurance (MetLife) – (2 plans to choose from, \$1,000 benefit or \$5,000 benefit)
- Vision plan includes free exam, frames, and lenses
- Short-Term and Long-Term Disability insurance
- Individual Term Life Insurance policies up to \$100,000 that you can take with you
- MetLife Auto Insurance discounts and payroll deductions
- Hospital Indemnity Plans

Retirement Plan with Matching Contributions

Nothing says more about a company's commitment to keeping their employees than a retirement plan. We are the only maid service, we know, that provides a retirement plan.

We also provide matching contributions into your 401(k). We match 25% of your contributions, up to certain limits. For example, if you put \$100 into your 401(k) account, the company will put in \$25. If you put in \$500, the company will put in \$125. We truly care about our people.

Are you ready to take the next step?

We hope you are excited about the opportunities available with It's Maid Day! The next step is to complete the on-line application at www.itsmaidday.com/employment