

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

Pay ranges between \$17 - \$25 an hour based on prior experience. 40 hours a week. Pay increases based on merit including customer satisfaction surveys, complaints, closing ratio and customer capacity levels.

Brief Description

The Account Manager is an office staff position that assists with New Business, Customer Service and Support for our Cleaning Teams. The job title reflects our approach to helping customers get the best customer service experience. Account Managers “manage” the customer’s satisfaction from start to finish. When you schedule a new customer, that customer is assigned to you forever. Their satisfaction or dissatisfaction is based in part on your performance.

This position is critically important because you are the first live person the prospective customer speaks with during their evaluation of service companies.

As an Account Manager, you are not selling a customer, you are consulting with the customer. You are listening very carefully to their needs. You will ask questions so we can help the customer select the cleaning plan that best fits their needs and then provide solutions. Often a customer will not know what cleaning best fits their needs. It’s the Account Managers responsibility to help the customer reach this conclusion by presenting options for them to choose. Other maid companies simply process an order. It’s Maid Day is helping the customer by taking the time to listen and guide the caller through all the options to help the caller feel comfortable with the choice they make. The customer will have a feeling they are being taken care of from the very beginning.

Once service is set up, the Account Manager will follow up with the customer after their initial cleaning, and then after a few recurring service cleanings, and then once a quarter. We need our customers to feel comfortable to share any issues, be they minor, with our office so we can respond with changes to their cleaning or discussions with their assigned cleaning team.

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Account Managers will also talk and work with our cleaning Teams. As the liaison between customer and cleaning teams, you have to clearly pass along the customer's instructions. This is done by writing clear instructions on the work orders and speaking with them clearly and listening carefully.

When service issues come up, the Account Manager has to fully understand the problem, provide a solution to the customer and then convey those notes to the teams, in writing and in person or over the phone, with the team involved. As an Account Manager you will connect with the teams the morning of the customer's next cleaning to remind them about the recent complaint, so the team is fully away, once again, that this is the first cleaning since the complaint and that we must get the job right. And to complete the cycle, the Account Manager follows up with the customer the following day of their service to confirm the customer is happy with their cleaning experience and confirm the problem has been resolved.

As you can see, the Account Manager takes ownership of their customer's satisfaction from start to finish. No other maid service in Atlanta does this, and that is why customers love It's Maid Day.

The goal of the company is to get customers to book recurring service. This is the heart of our business and allows us to grow with predictable work for our cleaners. Although this not a sales job, the Account Manager will be evaluated on their closing ratio of estimates to sales and to recurring service.

In addition to these Account Manager duties, you will also help in administrative tasks that include Closing out Work-Orders, Processing Payments, Payroll processing and other general office tasks.

Account Manager reports to the Office Manager.

Responsibilities & Expectations of an Account Manager

- Provide exceptional customer service
- Take new business calls throughout the day
- Consult with new customers to provide them pricing, options, standing out from our competition with exceptional customer service so they book service.
- Follow the scripts provided in training. We have company policies and scripts on the most common discussions with customers.
- Accurately price, schedule and set up customer jobs using our systems and protocols
- Maintain a target closing ratio for booking new service is 50%. We have historically closed approximately 50% of all new business calls and inquiries.
- Maintain a target closing ratio for booking recurring service is 33% of all calls and inquiries

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- Handle current customer calls including changes in service dates and cleaning tasks.
- Manage customer complaints to complete satisfaction including follow up calls and working with cleaning teams to ensure problems are truly resolved.
- Make sure the customer is happy. Customer Online Reviews are a big part of our success.
- Ask customers for online reviews so that teams can earn bonuses and our business can get a high volume of positive reviews, which helps with us getting more new customers to call us based on their research through online searches.
- Periodically and Proactively reach out to customers to confirm their satisfaction
- Work with cleaning teams to help them with any problems they have in the field
- Keep all work orders up to date with changes and notes on what makes the customer happy
- Complete all administrative tasks accurately and within the timelines required
- Learn everything about Cleaning Homes through certification classes and training
- Get certified as a Professional Cleaner. Take classes as a new cleaner, and pass Team Leader test.
- Memorize scripts and use them sounding fresh and not canned or scripted
- Multi-task without errors
- Be a good listener. It's not just what they say, it's how they say it and what they don't say
- **Solve problems as they occur. Good problem-solving skills using all training + situational problems that may not be in any training**
- **Be Proactive - Have a sense of urgency with everything you do. Timing is critical**

Requirements to qualify for the position:

- 2+ years of experience with similar responsibilities
- Type at least 45 wpm.
- Upbeat, Happy and Engaging. We are not a call center we are Account Managers
- Professional
- Speak clearly