

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

This is a salaried exempt position. \$42,000 - \$55,000 annual salary

Starting pay is \$42,000. Based on job performance and company growth, the salary should increase to \$55,000. This is based on our past and projected revenue growth. Predicted increases should be around \$3,000 a year until the maximum salary of \$55,000 is reached. There are COLA adjustments beyond the \$55,000 salary cap.

Brief Description

The Office Manager manages the office and the customer service experience for all our customers in the entire Atlanta metro area. Office Manager will train and monitor the performance of the Account Manager(s) including maintaining or exceeding closing ratios on estimates.

The Office Manager performs the same duties as an Account Manager. Although the Account Manager is the first point of contact for answering calls, the Office Manager takes any and all calls if the Account Manager(s) are on the phone. As the office grows, the time on the phone will reduce because more time will be spent on managing the team of Account Managers.

Office Manager also manages the Human Resources duties including the onboarding process of all new employees and offboarding tasks for terminations. Another critical daily task is managing the cleaning crew's routes and any last-minute changes from call outs, customer cancelations and reschedules.

The Office Manager is one of the top two management positions within the company.

The Office Manager is involved in weekly management meetings with the Area Managers and Owner, reviewing company performance reports, growth strategy and planning, reviewing Account Managers, Cleaners and Team Leaders.

Office Manager reports to the Owner

Responsibilities & Expectations of the Office Manager

- Make sure the customer's experience is at the highest level of satisfaction
- Make sure our closing ratios for new business leads meets or exceeds the company goals
- Manage the team's routes including changes from last-minute call-outs or customer changes
- Manage customer damage claims
- Process new hires & terminations
- Process and Manage all Employee Benefit elections
- Manage Payroll
- Comply and Enforce all company rules and instructions
- Track Customer Complaints
- Same responsibilities and expectations of an Account Manager

Requirements to qualify for the position:

- The Same Requirements of an Account Manager
- Account Manager position for 2 years, or equivalent experience + 90 days as Account Manager, or Office Manager experience for 2 years with another company and can be verified.
- Good decision making
- Organized and can multi-task
- Great management skills including coaching
- Have a good driving record like a Team Leader. In limited situations, you may drive the company car

Job Openings

An Office Manager is needed for each metropolitan region we open. With this job being a common stepping stone to Franchise Ownership, an Office Manager can pursue a franchise option within 5 years of taking this position, resulting in a job opening every 5 years on average.