

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

\$450 - \$550 a week

Cleaning Partners are paid an hourly rate per job based on time allocation. If you get out earlier than the time allocation, you still get paid for the allotted time, (some restrictions apply) You are a W-2 employee, not 1099 contract worker. We cover all work expenses. Cleaning Partners are paid \$15.00 an hour based on time allocation of the job. Cleaning Partners are guaranteed \$450 a week and often make much more.

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

Our Product is Our People

www.itsmaidday.com

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 will have 3 – 4 cleaners, but the standard is 2 cleaners.

The success or failure of our company is primarily in the hands of our cleaning teams.

Cleaning Partner is an entry level position, but it is a position that is critically important. We spend more time and money training our Cleaning Partners than any other maid service company.

After your initial training you will continue to get daily feedback from your Team Leader for your first 30 days. Our goal is your success. If you want to become a Team Leader, we can help you get there. If you want to stay a Cleaning Partner, that's cool too.

You and your Team Leader 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.

Cleaning Partners report to their Team Leaders.

Responsibilities & Expectations of a Cleaning Partner

- Work safely. Safety is the company's #1 concern.
- Provide consistent quality cleaning every day
- Check your work while you clean and before you leave the room you just cleaned.
- Make sure the customer is happy. Customer Online Reviews are a big part of our success.

Our Product is Our People

www.itsmaidday.com

- 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)
- Stay within our generous time off policy and no tardy problems
- Make sure you finish your jobs on time
- Comply with all company rules and instructions

Requirements to qualify for the position:

- Pass a criminal background check
- Pass a drug test - We are a drug free work place.
- Have the physical strength to work a full day on your feet
- Have a good eye for detailed work. This applies to cleaning and staging a home.
- Bend to dust/clean items from top to bottom. This job requires a lot of bending.
- Able to work on hands and knees in certain areas including reaching under furniture
- Work well with others and have a good attitude - Be professional at all times.
- Be coachable. You will learn a great deal of new skills even if you have loads of experience.
- Load and unload vehicle with equipment used to clean - 20 lb. vacuum and 20 lb. caddy.
- Move rugs and other items under 25 pounds to get to all floors.
- Able to work around dogs and cats
- Prepare cleaning products for the next day and process your dirty rags through the laundry
- Have good hands. Handle dusting tasks without dropping or breaking items cleaned/dusted
- Cannot exceed time off policy and cannot be tardy to work.
- Provide high quality cleaning every time you clean a home.
- Maintain a professional appearance at all times.

Our Product is Our People

www.itsmaidday.com

- Have a good temperament. Being a Professional Cleaner will test your patience.
- Obey all company rules and policies
- **You must be a certified “Professional Cleaner”**

If you are already certified, great. Simply provide a copy of your certificate. If you are not, no problem. We will pay for your certification classes.

We work with Maid Training Academy. They provide on-line training courses for Residential Maids. If you are selected, we will purchase your training material and testing but we do not pay for your time to take the class. It's a scholarship to learn how professional maids clean homes. The class costs \$100 and we pay for the class.

There are two classes. Level-1 takes approximately 5 hours including reading a 77-page book and taking the on-line Practice Test, a few times. Level-2 is a 88-page manual and takes about 6 hours to complete the course.

Job Openings

We cannot grow without new Cleaning Partners and Team Leaders. 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 per location.

We will often interview for positions months before the need arises. Most candidates see the value of being on our waiting list to hire. This is not just a job, it's a career path.

For those cleaners who are waiting on a position to open up, we will still pay for their Professional Cleaner Certification classes in advance of hiring.

And like any company we have some turnover. Cleaners who are waiting on a position are our first call for any turnover openings.