

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

\$36,400 - \$41,600 salary (\$700 - \$800 a week)

This is a salaried position. Area Manager pay starts at \$600 a week guaranteed. Area Managers can expect a 7% annual increase in pay for their first two years or until they reach the maximum pay rate for this position.

Area Managers will work up to 50 hours a week. You work 7:00 AM – 5:00 PM, (10 hours a day) Monday to Friday. Saturday on an as needed basis.

Brief Description

An Area Manager is the local supervisor for the cleaners assigned to that area office. They still run their own team just like any Team Leader, plus additional duties that are required on a scheduled basis and as needed.

Depending on the number of teams in the area, the Area Manager may run a three-person team as a default size, with one of the cleaners being a Team Leader substitute so when the Area Manager performs supervisory tasks, this Team Leader substitute can run the team.

The percentage of time running your own team cleaning versus Area Manager duties can vary, but as an average it will be around 25% Area Manager duties and 75% cleaning. Area Managers work a full day every day where Team Leaders may have an early day from time to time based on their cleaning schedule.

Area Manager reports to the General Manager

Responsibilities & Expectations of an Area Manager

- Local Supervisor for all teams and cleaners for their area
- Supervise, Develop, Nurture, Inspire, and Retain Cleaners
- Conduct Post Cleaning Inspections on other teams on a regular basis and as needed.
- Conduct Observations on Cleaners for training
- Primary Trainer for New Cleaners, their first three days
- Meet with employees to review any problems including writing them up for action plans
- Meet with customers as needed on any escalated service issue
- Speak with General Manager about personnel in your area
- Monthly Inventory count and distribution plus any daily needs for your area
- Help with equipment repairs
- Make sure the office or facility is neat and tidy. Help with office/building maintenance
- Assist with company car maintenance
- Assist the office with daily route changes based on last minute call outs or customer changes
- Collect and ship customer payments via UPS Drop Centers
- After a period of time start doing interviews with applicants for cleaning positions
- Be at office at later than 7:00 to be available to provide Area Manager duties. Need to get their team ready the night before and not the morning of. Start times are 30 minutes later. First job at 8:30
- Team Leader for your cleaning team
- Consistent Quality Cleaning Club award winner, multiple times every year
- Embrace company policy and support changes in a positive attitude
- Active Participation in Management Meetings & Run weekly Employee Meetings as needed
- Participate in Team Complaint meetings and assist in determining complaint ratings

Requirements to qualify for the position:

- Includes all the requirements of a Team Leader
- 2+ years verifiable experience running a residential cleaning team within the last 5 years.
- Exceptional Attendance – Low number of same day call outs
- Low number of customer complaints
- Great Coaching skills and Respect for Cleaners.
- Exceptional Customer Service skills
- Pass the Area Manager certification class and Final Exam
- Computer skills to use all software at appropriate speed

Job Openings

An Area Manager is needed for each office and is the first employee hired for a new store opening. We plan on opening one new store every year for the next four years; 2020 (Stone Mountain), 2021, 2022 and 2023.

You can transfer to a new location and the company will help with relocation expenses.