

Job Title: Operations Manager

Description:

The Operations Manager

- Is responsible for managing business after the sale.
- Is familiar with every job, including the size, duties, assigned employee, and cleaning schedule.
- Is responsible for knowing holiday schedules of each account and instructs employees of any relevant changes to their schedules.
- Assists in recommending, interviewing, or hiring new employees and performs annual employee reviews.
- Is familiar with the employee handbook, cleaning chemicals, and methods of cleaning.
 - Reviews and assists with revisions to the handbook.
 - Creates and maintains training videos or instructions for all employees to follow.
 - Ensures all employees properly follow cleaning methods and safety precautions.
- Trains Team Leads, who will train new employees and obtain coverage for vacations and call outs.
 - Manager will oversee Team Leads and train them to find available coverage for open jobs (due to call outs/vacations/or open accounts).
 - Manager will only provide the coverage herself if Team Leads or other employees are not available.
 - Manager will ensure that the Team Lead or employee covering an open job has keys/alarm codes and full instructions on the scope of work to be done.
- Covers all open accounts (new and current) until a Team Lead or a suitable employee is hired to take over the job.
 - Manager will first seek to delegate all open jobs to a Team Lead, who will seek to delegate the job before providing coverage.
 - Manager will be paid per hour (supplemental to salary) for cleaning under these conditions:
 - Initial cleanings
 - Open accounts covered during call outs
 - Cleaning with employees on accounts when manager is also engaged in the cleaning (separate from training).
 - Manager will perform cleaning duties as part of salary under these conditions:
 - Training or teaching cleaning methods to new and current employees
 - Cleaning missed areas when inspecting accounts
 - Showing new accounts to current or new employees or Team Leads
 - Chat or instruction time when cleaning accounts
- Advises the Owner and recommends employees for new accounts.
- Oversees Team Leads, who train new and current employees on each new or current account.
 - Reviews each new Job Binder and scope of work with Team Lead.
 - Performs initial cleaning on all new accounts with Team Lead covering account.
 - Works with Team Leads to keep track of employee hours when training and when changes occur.
 - Performs periodic account inspections to ensure that cleaning and inspections meet DCS standards.
 - Types updates for Job Binder when provided by Team Leads.
- Maintains Time Sheets and reviews schedule changes.
 - Verifies time sheets with Team Leads whenever employees work outside of normal schedule.
- Creates employee schedule.
- Performs all payroll duties.
- Attends quote/sales meetings.
 - Will practice quoting jobs to prepare for future independence in this role.
- Explores new marketing opportunities.

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- Works as intermediary between ownership and staff when customer complaints/questions/concerns arise, and in some cases, works directly with customer.
 - Manager takes responsibility to ensure that all complaints are addressed and resolved to the client's satisfaction, and follows up with ownership, customers, and staff as needed.
 - Manager performs courtesy calls on accounts to ensure satisfaction of service.

Schedule:

This is a full time salary position, but with variable hours, day, nights and weekend hours included. Manager will be issued a business cell phone and email to conduct all business related activity. General hours would be 1pm-9pm or 2pm-10pm, with the possibility of 9-5 some days. Although difficult to track exact times, position would consist of a minimum of 40 hours per week

Benefits:

- Employee paid Aflac
- Health Insurance coverage (employer pays 50% of employee portion)
- Simple IRA with employer match up to 3%
- One week (7 days) paid vacation time per year at base salary pay
 - Must give advance notice and have open accounts covered
 - Ensures emails and cell phone are forwarded to Owner or reply messages are set up so employees or clients know how and who to contact
- Flexibility in time and freedom in implementing ideas

Pay:

Salary: _____

Pay and job begins: _____

Hourly Rate for Cleaning: _____

Gas Reimbursement: _____

Owner Signed: _____

Manager Review Date: _____

(This review is on current job description and salary, not future promotions.)

Signature of Acceptance: _____

Date: _____