
Team Leader Job Description

Basic Function:

Responsible for supervising cleaning staff and performing all cleaning activities within clients' homes.

Responsibilities:

1. Determine routing schedule and delegate work flow and instructions to cleaning staff on a daily basis.
 2. Inform the office manager or owner on the status of supplies so they may replenish cleaning supplies as required.
 3. Resolve problems and discrepancies on jobs and/or interact with clients to amend issues.
 4. Train and supervise new employees. Instill and maintain "top-to-bottom, back-to-front, left-to-right, and don't retrace your steps" work-flow philosophy in all employees. Lead by example.
 5. Return tools and unused cleaning supplies to the utility room at the end of each day, or otherwise instructed.
 6. Respond to client's inquiries and specific cleaning requests regarding jobs as needed, and communicate same to team members.
 7. Maintain and update the *Team Control Board* and *Daily Team Record* report on a daily basis.
 8. Maintain clients' keys throughout the day and return them to the office at the end of the day or as otherwise instructed.
 9. Perform Quality Control Check on each job before leaving every client's home. Redirect cleaning as needed.
 10. Leave personal note on Client Invoice in every home, all the time, on every visit.
 11. Maintain first-aid kit and fire extinguisher and refill as necessary. Be familiar with first aid supplies and use.
 12. Enforce safety precautions and rules specified in *WorkEnders Safety Program Handbook*.
 13. Attend and participate in meetings as required.
 14. Supervisory Responsibilities:
 - (a) Develop and maintain an effective organization through the training, motivation and review of all cleaning personnel.
 - (b) Arrange work schedules for staff and temporary help as needed.
 - (c) Hire, train and supervise cleaning crew on a daily basis.
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Skills:

Oral Communication Skills
Written Communication Skills
Organization
Reading Skills
Professionalism
Efficiency Skills
Ability to lift or move up to 50 pounds
Client Relations

Experience:

Prior cleaning, sales or supervisory experience helpful

Certification/Licenses:

Must meet valid insurance underwriting requirements.

Position Reports to:

Owner or Owner's Manager

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