



Populist Cleaning Co.

22 N Washington Street
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quality partnering matters

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Job Description: Area Assistant (Full-Time)

Pay Rate: \$16-18/hour Commensurate with experience

Branch: Main and East (All areas)

Reports to: Area Manager

Our growing number of clients rely on us to keep their spaces clean, safe, and secure. To keep up with demand, we're looking for friendly and professional team members to join Populist Cleaning Co as Area Assistants.

An Area Assistant helps to keep their area's operations running smoothly by providing administrative and cleaning support to the Area Manager. You'll also be training new employees, playing an important part in their success at Populist Cleaning Co. As an Area Manager, you'll be cross trained in many buildings so that you can jump in as needed to schedule and/or provide coverage for those jobs.

Did we mention the perks? In addition to the late-model company vehicle you'll use while on the job (fuel and maintenance covered by the company), this position also offers health insurance, company 401(k) with match, paid time off, a company laptop and cellphone, professional development, and career opportunities!

What does our ideal team member look like?

- **You're dependable and consistent.** Your word means something. When you say you're going to get it done, others know that you're serious. With all of the necessary tools and training provided by Populist, you know that nothing is going to hold you back.
- **You enjoy teaching others and helping them succeed.** You are detail-oriented and know that following a plan gets the best results – which is why you're great at teaching others!
- **You love variety and enjoy a change of pace.** You'll be working with different team members and in different buildings each day. Your schedule depends on the client's needs, new team members being hired, other team members needing time off, or open positions that need to be covered. There's never a dull moment – and you wouldn't have it any other way!

- **You appreciate the satisfaction of a job well done.** Even when no one is looking, you take pride in the work you do. You enjoy seeing how clean and spotless a space looks, knowing that you and your team made it happen.

What does a typical day in the life of an Area Assistant look like?

Your day begins around 4 or 5pm by reporting to work at either at a customer's building, or at the Populist office to meet with your Area Manager and team, pick up the company vehicle, supplies, assignment sheets, data sheets and/or keys for that night's assignments. In some cases, you'll be meeting with a new employee to begin their training.

While every day will be different, common responsibilities include:

1. Managing building coverage – You will be assigning available Floaters/Cleaners to buildings that need coverage, due to call-offs or positions being unfilled.
2. Training newly hired and existing Populist Cleaning Co employees, making sure that all work is quality. All training aligns with our company and customer guidelines and processes. You'll also have the opportunity to help with retraining, and continuation training (leveling up skills!).
3. Assisting with the pick-up and delivery of supplies and equipment.
4. Assisting with building inspections, including backchecking, assessing quality and identifying opportunities for improvement.
5. Completing special projects such as deep and detail cleaning
6. Assisting with the implementation of various processes.
7. Assisting the Area Manager with any other operational needs deemed necessary and in accordance with the role requirements

In addition to the tasks listed above, you will:

- Represent the Populist Cleaning Co. brand and standard of professionalism in appearance, conduct, and quality of work.
- Clock in and out at each assigned building unless specifically directed otherwise, per the company handbook.
- Speak up if you see potential safety or maintenance issues on a customer's property and communicate them to the Area Manager.
- Participate in any required training sessions which may include but are not limited to: Harassment Training, Conflict-Resolution Training, Equipment Training and Technical Training provided by Populist Cleaning Co
- Successfully complete "Training the Trainers" provided by Populist Cleaning Co. This training must be completed before Area Assistant can train employees
- Be open and honest in communication. If you see a better way of doing things, you're excited to share your ideas. Suggestions and/or concerns are always welcome. The Area Assistant must have a willingness to learn, develop professionally, have open and

honest communication and lead by example and in accordance with Populist Cleaning Co's mission, professional culture, core values, and standards.

Skills and Competencies

- Ability to communicate and relay information between the team, customers, and office staff.
- Detail oriented – pays attention to details at each customer's location, with extra attention to any special requests.
- Friendly and Professional – able to deal with customers when they are on-site while cleaning is being performed
- Team player – ability to work within a team where members depend on each other to get work done.
- Leadership-able to take charge and make decisions when needed
- Self-starter - able to identify work that needs to be done and do it without being instructed to do so.
- Desire to learn, seek new challenges and take on additional responsibilities
- Reasoning ability - Good common sense with ability to solve practical problems.

Education, Certifications and/or Experience

- High School Diploma or GED desired (but not required)
- Valid Driver's License

Work Environment

- Physical demands include walking and standing, climbing, bending, kneeling to clean floors by hand, pushing and pulling objects, lifting and moving objects (including 20 lb vacuum), repetitive bending and lifting, and repetitive arm movements. Must also be able to climb a ladder and operate machinery and equipment.
- Travel to / from customer's business is required
- ID Badges, provided by Populist Cleaning Co, must be worn during work hours
- This position requires uniforms. Populist will provide uniform shirts. A uniform deposit is re-quired. Review the Uniform deposit agreement for details.
- All aspects, duties and requirements of the Area Assistant position are subject to change at any time in efforts to accommodate and support the assigned building, company requirements and/or the customer's needs and expectations.
- Additional terms of employment are subject to company employee handbook agreements and job description periodic assessments relating to work performance.

How We Will Measure Success

- Customer satisfaction levels based on customer feedback
- Customer retention
- Quality assurance scores based on manager inspections and feedback
- Quarterly performance reviews

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.

Our policy is to provide equal employment opportunity to all qualified persons without regard to race, color, religion, sex, age, national origin, disability, sexual orientation, gender expression, genetic information, veteran status, height, weight, or any other legally protected classification.