



## **Position Profile- Account Assistant**

**Reports to:** Account Manager, Branch Manager

### **Common tasks include but are not limited to:**

- Clean as needed.
- Perform coverage management. Strategically place personnel in open slots to meet schedule demands.
- Train newly hired and existing Populist Cleaning Co employees in accordance with all company and customer guidelines, processes, retraining, and continuation training
- Assist with the pick-up and delivery of supplies and equipment.
- Assist with building inspections, including backchecking, quality and needs for improvement.
- Complete special projects such as deep and detail cleaning.
- Assist with the implementation of various processes.
- Assist with organizing in accordance to branch and operational compliance and standards.
- Assist management with any other operational needs deemed necessary and in accordance with the role requirements.

### **Skills and Competencies**

- Good verbal and written communication skills
- 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.

- 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.
- Impeccable service-willing to do the little extras that provide the WOW factor.

**Additional Requirements:**

- Additional mandatory training sessions will be required and may include but are not limited to: Harassment Training, Conflict-Resolution Training, Equipment Training and Technical Training.
- Successfully complete “Training the Trainers.”
- This training must be completed before Area Assistant can train employees.
- 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.
- 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.
- Physical demands include walking and standing, climbing, bending, kneeling to clean floors by hand, push and pull objects, lift and move objects (including up to 50 lbs.), repetitive bending and lifting, and repetitive arm movements.
- Additional terms of employment are subject to company employee handbook agreements and job description periodic assessments relating to work performance.

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.

### **Education, Certifications and/or Experience**

- High School Diploma desired
- Valid Driver's License
- Experience in a service environment is preferred, but not required.

### **How We Will Measure Success**

- Customer satisfaction levels based on customer site visits
- Customer retention
- Quality assurance scores based on manager inspections and customer feedback
- Success in performing Area Assistant duties: training, inspecting, backchecking, employee engagement, troubleshooting.
- Period performance reviews

### **Compensation/Position/Hourly Requirements:**

- Starting Pay TBD. Hourly wage.
- Start date is to be determined based upon manager's discretion.
- Start time is to be determined based upon manager's discretion. However, start times are mandated on or before 7:00pm. Any start time after 7:00pm is considered late for a starting shift and could result in disciplinary action. Unless otherwise agreed upon with your manager.
- 40 hours per week, straight time hourly rate
- Overtime will be paid at a rate of time and half
- 40 hours weekly is considered a baseline for your schedule and could fluctuate from shift to shift. Your hours could total over or below 40 hours.

- Your hours could fluctuate due to an operational emergency and/or unexpected occurrences and your assistance may be required even on or before your normal scheduled hours. Ultimately, your manager has final discretion as to how emergency building coverage is handled.
- Your manager has final discretion as it relates to any changes of your schedule. If you should have any concerns with your schedule, please refer to your manager.
- A company vehicle may be provided for your use during company time after successful completion of 60 days of employment and upon final approval from the Populist Cleaning Company's insurance provider. A valid driver's license and driver's record is required. You will still be required to provide your own transportation to and from the main reporting site in which you clock in to start your shift.
  - Please note that until your 60-day successful completion of employment and the company vehicle is provided to you, you will receive \$8 a day gas per diem and \$8 per day Vehicle per diem per paycheck subject to Tax. You will receive a cell phone per diem (not subject to tax.)
  - Please note that the two per diems listed above are issued to Area Assistants with the agreement and requirement to uphold a flexible schedule according to operational needs. This includes but is not limited to driving to jobsites throughout Southeast Michigan and being available via text or direct calling during your shift. It is not acceptable to not respond.
- When eligible, vacation time after one year of employment
- When eligible, company 401K after 6 months of employment
- Holiday pay (see handbook for specific holidays covered)
- All applicable expenses, taxes and insurances are to be paid by the Employer.

**After 90 Day Probationary Period:**

- An Employee must maintain good status throughout the 90 days. This includes but may not be limited to work performance being

free from incident reports, write-ups, customer complaints, attendance, and other performance items of similar nature. Populist reserves the right to separate employment if these standards are not met within the first 90 days.

- The Area Assistant will be eligible for 40 hours of paid sick time per the PMLA of Michigan.
- The Area Assistant will be eligible for company medical, dental and vision plans.