Populist
Cleaning Co

making life better through quality partnering

Position Profile- Aria Manager

Reports to: Director of Operations

Skills and Competencies:

- Demonstrates exceptional listening skills and communicates clearly and professionally, both verbally and in writing.
- Strong math skills, including general math, measuring, and arithmetic.
- Proficient in Microsoft Office Suite, Adobe Acrobat Standard, Zoom, and Microsoft Teams.
- Able to take charge confidently while maintaining a respectful and collaborative approach.
- Exhibits strong attention to detail in all aspects of work.
- Consistently follows through on commitments without exception.
- Possesses strong emotional, critical, and analytical intelligence.
- Proactive in addressing issues, driving resolutions, and anticipating needs.
- Shows advanced organizational and planning abilities.
- Capable of identifying, recruiting, and selecting high-performing team members ("A players").
- Skilled in coaching, developing, and mentoring team members.
- Remains calm, steady, and solutions-focused under pressure.
- Comfortable addressing conflict directly and constructively, identifying root causes and guiding issues to resolution.
- Accurately manages schedules, including time-off requests, call-offs, and employee assignment changes.
- Maintains thorough documentation of incidents, injuries, disciplinary actions, and terminations, ensuring accuracy for potential workers' compensation or unemployment claims.
- Demonstrates confidence and skill in negotiation and sales.

Common tasks include but are not limited to:

- Lead, manage, and hold accountable all direct reports, according to Populist processes and procedures.
- Recruit, interview, hire, onboard new staff.
- Train and support staff.
- Lead and motivate your team to provide the best customer service.
- Oversee all aspects of Division: admin, service, and sales.
- Perform all aspects of Aria service as needed: admin, repairs, cleaning, sales and new installations.
- Oversee scheduling and invoicing duties for each job.
- Oversee and produce quotes and collect and maintain job data as assigned.
- Oversee and keep accurate notes on work performed in ticket and action items in eHub.
- Perform and oversee quality control related to:
    - Delivery of Aria services by the team.
    - Customer complaints or concerns.

  - Inspections of work.
- Manage loss and drive profit in division.
- Troubleshoot and provide creative and practical solutions to issues.
- Pursue professional development: new processes, certifications, books, etc.
- Network with organizations to partner for business purposes.
- Purchase, store, and maintain all equipment, chemicals, and supplies.
- Maintain the staging and storage area for Aria. The staging area must be clean and organized.
- Oversee care of Aria Vehicle Fleet through company fleet software and other processes in place.
- Learn and use the Entrepreneurial Operating System (EOS) to manage the division.
- Oversee and maintain optimal safety throughout division.

Education, Certifications and/or Experience:

- Bachelor's Degree preferred.
- Valid Driver's License with an insurable driving record.
- Chauffer's License or willing to acquire.
- Minimum of 5 years of previous management/supervisory experience required.
- Hunter Douglas certification preferred or willing to acquire.

Work Environment:

- This position is based out of the company's Ypsilanti office.
- Throughout the week, the Manager spends:
  - 50% of their time on Customer Experience.
  - 30% of their time on Team Experience.
  - 20% of their time on Stewardship.
- Responsibilities include traveling to customer sites, attending and leading meetings, and spending extended periods of time in an office setting.