Populist
Cleaning Co

making life better through quality partnering

Position Profile- Branch Manager

Reports to: Director of Operations

Skills and Competencies:

- Demonstrates exceptional listening skills and communicates clearly and professionally, both verbally and in writing.
- Takes initiative and leads decisively without being abrasive.
- Maintains strong attention to detail.
- Follows through commitments consistently and reliably.
- Exhibits high-level intelligence, including emotional, critical, and analytical thinking.
- Proactively drives resolutions and takes ownership when necessary.
- Possesses exceptional organizational and planning skills.
- Identifies, recruits, and hires top-performing (“A”) talent.
- Coaches and develops team members effectively.
- Remains calm and composed under pressure.
- Manages schedules meticulously, including time-off requests, call-offs, and employee assignment changes.
- Maintains thorough and accurate documentation for incidents, injuries, disciplinary actions, and terminations, including records that may impact workers’ compensation or unemployment claims.
- Handles conflict confidently, addressing issues directly and facilitating resolution.
- Demonstrates strong negotiation skills and confidence in decision-making.
- Proficient in Microsoft Office Suite, Google Docs and Sheets, Adobe Acrobat Standard, Zoom, and Microsoft Teams.

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, and onboard new staff.
- Train, develop, and mentor your staff on an ongoing day-to-day basis to drive employee competence and confidence.
- Lead and motivate your team to provide the best customer service.
- Develop, nurture, and manage top customers in Branch.
- Optimize and oversee all operations to ensure efficiency.
- Manage loss and drive profit in Branch.
- Handle problems by providing creative and practical solutions.
- Evaluate performance using key metrics and address issues to improve it.
- Analyze job site budgets and optimize profitability through cost-effective methods.
- Drive potential business opportunities (carpet cleaning, floor finishing, paper supplies, etc.) through your assigned areas and Managers.
- Learn and use the Entrepreneurial Operating System (EOS).

- Able to fill-in for subordinate roles in the Branch as needed. Must be a competent cleaner and trainer that is industry specific (or willing to learn) and quick to perform the work as necessary.
- Be available to assist Sales with prospecting and in person final sales appointments.
- Maintain optimal safety throughout Branch.

Education, Certifications and/or Experience:

- Bachelor's Degree preferred.
- Valid Driver's License with an insurable driving record.
- Minimum 5 years of previous management/supervisory experience required.

Work Environment:

- This position is based out of the company's specific Branch Office.
- Throughout the week, the Manager spends:
  - 40% of their time on Customer Experience.
  - 40% 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.
- Hours can range outside of standard office hours. Some weekends, holidays, nights, and overnights may be necessary.