Populist
Cleaning Co

making life better through quality partnering

Position Profile- Janitorial Special Projects Supervisor

Reports to: Branch Manager

Skills and Competencies:

- Strong math skills, including general math, measuring, and arithmetic.
- Proficient in Microsoft Office Suite, Google Docs and Sheets, Adobe Acrobat Standard, Zoom, and Microsoft Teams.
- Ability to perform office-based work, including sitting for extended periods while using smartphones, computers, and tablets.
- Ability to perform physical work, including lifting up to 50 lbs. and working for extended periods; able to reach, bend, stoop, climb ladders, load and unload materials, and operate machinery as needed.
- Excellent verbal and written communication skills.
- Dependable, with a proven ability to follow through on commitments.
- Professional and customer-focused, able to interact effectively with clients both on-site and through written communication.
- Team-oriented, with the ability to collaborate effectively with others.
- Self-motivated, able to identify work that needs to be done and take initiative without direct supervision.
- Ability to identify, recruit, and hire top-performing (“A”) candidates.
- Strong reasoning skills and the ability to solve practical problems using sound judgment.
- Ability to remain calm and effective under pressure.
- Detail oriented – pays attention to details at each customer’s location, with extra attention to any special requests.
- Desire to learn, improve processes, and willing to seek out new avenues of service.
- Flexible and adaptable, able to work in changing environments, locations, and schedules, including frequent same-day changes.

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.
- Perform scheduling and invoicing duties for each job.
- Produce quotes and collect and maintain job data as assigned.
- Perform JSP cleaning when the schedule requires as needed.
- Perform and oversee quality control related to:
    - Delivery of JSP work by the team.
    - Customer complaints or concerns.

  - Inspections of work.
- Pursue professional development: new processes, certifications, books, etc.
- Keep accurate notes on work performed in ticket and action items in eHub.
- Purchase, store, and maintain all equipment, chemicals, and supplies.
- Maintain the staging and storage area for JSP keeping the area neat, clean, and organized.
- Oversee care of JSP Vehicle Fleet through company fleet software and other processes in place.
- Report critical measurables to Scorecard and maintain requirements in 90 (EOS).
- Manage job schedules, work orders, and billing with appropriate attention to detail. This includes managing time off requests, call offs, job data, correcting punches, personal punches, etc.
- Comply with federal and state laws, company policies, procedures, regulations, and the utilization of all appropriate reporting forms.
- Keep copious notes and detailed documentation regarding any incidents that follow from incident, injury, disciplinary functions, and termination.
- Maintain accurate documentation on events that may lead to work comp claims or unemployment claims.

Education, Certifications and/or Experience:

- Minimum of 3 years of customer service experience.
- Minimum 3 years of industry experience.
- Minimum of 3 years of employee management or supervisory experience.
- Valid driver's license with an insurable driving record.
- IICRC certification or equivalent preferred.

Work Environment:

- Flexible work week. 5-6 days of work (every week will include Saturday), could work occasionally on Sunday.
- Driving and traveling to customers, prospect job sites, and other businesses.