



Populist
Cleaning Co
Quality Partnering Matters

Janitorial Special Projects Manager

Reports to: Branch Manager

Direct Reports: Janitorial Special Projects Team Member(s)

Job Summary: Provide management and performance of all Special Projects Day-to-day operational functions.

Summary of essential job functions and day-to-day duties:

GENERAL:

- Lead, Manage, and Hold Accountable all direct reports, according to Populist processes and procedures.
- Expand the SP division by selling jobs to meet or exceed the revenue goals set forth in the company VTO and recruiting staff to build a team of techs to support growth.
- Oversee profit margins
- 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 or 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.
- Work across company lines with other managers for necessary logistics.
- 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.

ADMINISTRATION:

Position Profile – Janitorial Special Projects Manager

- 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.

Skills and Competencies

- Math competency: general math, measuring, arithmetic.
- Tech savvy, a working knowledge of Microsoft Office (Outlook, Word, Excel).
- Perform office work, able to sit for extended periods of time using smart phone, computers, tablets, etc.
- Perform physical work, Lift 50lbs, and steadily work for extended periods of time. Able to reach, bend, stoop, climb a ladder, load, unload and operate machinery as needed.
- Good verbal and written communication skills
- Detail oriented – pays attention to details at each customer's location, with extra attention to any special requests.
- Must follow through on commitments without exception
- Friendly and Professional – able to deal with customers when they are on-site while cleaning is being performed and through written communication.
- 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, improve processes, and willing to seek out new avenues of service.
- Must have ability to indentify and hire "A" players
- Reasoning ability. Good common sense with ability to solve practical problems.
- Must be calm under pressure
- Driving and traveling to customers, prospect job sites, and other businesses.
- Must be flexible and able to work in a changing enviroment, working at differnt places and performing different functions on a chaning daily basis. Sometimes plans and places change within the work day.
- Flexible work week. 5-6 days of work (every week will inlcude Saturday), could work occasionally on Sunday.

Education, Certifications and/or Experience

Must Have:

- 5 years previous experience in Customer Service

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- 5 years industry experience
- 5 years of experience in managing employees
- Valid Driver's License with an insurable driving record
- IICRC certification or equivalent (will assist and allow time to acquire)

How We Will Measure Success:

- Customer satisfaction levels
 - Based on customer site visits/inspections
 - Surveys and follow-up communications with customers
- Customer retention
- Quality assurance
 - Based on manager inspections and customer feedback
- Periodic performance reviews
 - Consistent completion of all job functions and day to day duties.
- Team retention
- Core Value alignment
- Professional Development expected (certifications, books, training, research, etc.)

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, genetic information, veteran status, height, weight or any other legally protected classification.