

ProCare Cleaning & Building Maintenance, Inc.

POSITION DESCRIPTION

Cleaning Technician - Teammate

JOB SUMMARY:

Teammate will clean ProCare Cleanings' client locations according to the scheduled guidelines and cleaning requirements. Teammate should ensure that he/she follows ProCare Cleanings' philosophy, cleaning methods and procedures, policies, supplies, and tools care and maintenance, safety and security, procedures, and all other company information provided in the employee handbook and other company training materials. The Teammate must be timely, have a positive attitude, and communicate well with Team Captains, Supervisors and Operations and Administrative staff. Where necessary, Teammates are required to have a valid driver's license and a good driving record.

SUMMARY OF ESSENTIAL JOB FUNCTIONS

- To be depended upon to arrive at work at the prescribed time each day, knowing full well that tardiness and absences from work will place hardship on fellow team members and disrupt client cleaning schedules. Be prepared to work your entire shift.
- Keep office informed of any changes in your schedule, including utilizing the "request for time off" policy.
- Communicate regularly with the office about job progress, issues on the job and customer service issues.
- Fill out daily time cards or sign in electronically. Sign in and out at the accurate times and sign time cards. Use all company documents for payroll and time keeping as required and turn in timely.
- Document customer payments, read work orders completely EACH DAY, even when the work order seems to be the same as the previous day, as updates do occur and it is each and every employees responsibility to read documents and be aware of updates and changes. Also fill out any other daily documents required by the office and turn into the correct place timely.
- Stock supplies as required daily. Prepare cleaning supplies prior to shifts or at the end of shifts as required.
- Maintain vacuums and other equipment well by changing bags and belts, cleaning filters, and keeping beater bars/brush rollers free of string etc. Advise management of maintenance needs immediately including damaged electrical cords. Tag damaged equipment for repair and set them aside until needed repairs are completed.
- Wear the ProCare Cleanings' uniform according to uniform guidelines and look professional at all times.
- Perform various cleaning activities, to include cleaning bathrooms, bathroom fixtures, showers and tubs, and including washing floors, cleaning kitchens, vacuuming carpets, dusting, polishing and other cleaning-related activities in accordance with instructions given by the Team Leader & as specified by ProCares' standard operating procedures.
- Communicate clearly and appropriately with team members and management. Always seek to

solve problems and support others in accomplishing their job well. Avoid gossip and other negative communication. Seek the assistance of management if you need additional assistance or training in this area.

- Report any broken items, accidents or injuries promptly to the Team Leader.
- Move couches, chairs and other furniture as needed, so long as they are easily moved and we have verified they can be moved in a way that will not damage floors, furniture, or cause injury. Employees are never to move items that are not easily moved in a safe manner.
- Secure homes, including locking doors and windows and activating alarms, without letting pets out.
- Report any security or safety violations to the Team Leader immediately.
- Report any emergency maintenance problems to included toilets and other water fixtures to the team leader immediately. If team member is working alone they must call a supervisor who is off site immediately.
- Wear appropriate uniform and personal protective equipment in accordance with the job you are performing.
- Learn specific cleaning techniques of the company based on time and motion. Work smarter, not harder.
- Attend and participate in meetings as requested by team leaders, managers, or owners.
- Understand and adhere to safety procedures as established in the ProCare Cleanings' safety handbook, training meetings, and safety training videos.
- Drive to specified locations when requested and clean and maintain vehicle. Read and interpret driving directions to get to clients' locations.
- Leave premises in a safe manner, as to the condition it was found (including the ProCare Cleaning offices, storage areas, and supply rooms).
- Have a complete understanding and use of ProCares' standard operating procedures for its supply and equipment uses, maintenance, and storage.
- Have complete understanding and use of company policies and procedures in the employee handbook. Seek to always work according to ProCare Cleanings Core Values.
- Read any company materials given. Listen and follow management instructions. Observe any management demonstrations. Practice techniques instructed by management. Be tested on knowledge and practice of skills required for this position.
- Self-monitor and prioritize work load and time according to company policies. Perform detailed double checks when required on your own work policies. Perform detailed double checks when required on your own work. Perform checks on the work of team members when requested, including team leaders and managers. Report double check findings to both the person being checked as well as management when requested. Double checks are to be visually checked as well as documented in written form when required. Trouble-shoot and solve problems, in situations where there are known and unknown procedures to solve the problem.
- Maintain a positive, customer service-oriented attitude. Carry promotional materials and represent the company at all times. (keep business cards on hand for any time clients request information or communications about our services) If clients or potential clients have questions, team members should represent the company as a sales representative with the information that he/she has available to them, and then refer them to call the office for more detailed information.
- The ability to perform the following for long periods of time: stand, walk; use hands and fingers, handle, or feel; reach with hands and arms; climb or balance; and stoop, kneel, crouch, or crawl. The employee is required to sit in a car and/or office chair daily. The employee must regularly lift and/or or move up to 40 pounds and frequently lift and / or move up to 80 pounds. The employee must have the ability to wash all hard surface floors on hands and knees if required. The employee will be required to work at a moderate physical pace for the duration of his/her job hours hired for. The ability to climb on and safely use mobile and stationary ladders and stepladders according to ProCare Cleanings' OSHA compliant safety training is required.

- ✓ MINIMUM REQUIREMENTS:
- ✓ No educational requirements.
- ✓ Prior cleaning experience helpful, but not required.
- ✓ Have successfully completed the Orientation training course and field training.
- ✓ Must pass all pre-employment drug screening, DMV screening, criminal record, Orion survey and reference checks. Must meet valid insurance underwriting requirements.

ABILITIES REQUIRED:

- Valid driver's license.
- English literacy, both verbal and written. Employees must be literate enough to communicate clearly with staff and clients, fill out daily paperwork required, and read and understand cleaning specifications and other company documents needed to perform essential job functions.
- This employee is frequently required to stand; walk; use hands to finger, handle, or feel; reach with hands and arms; climb or balance; and stoop, kneel, crouch, or crawl. Must regularly lift and/or move up to 40 pounds and frequently lift and/or move up to 50 pounds. Required to work at a moderate physical pace for the duration of his/her job hours hired for.
- Ability and interest in learning all aspects of the job.
- Ability and interest in serving the clients, and delivering service that exceeds expectations

SPECIAL ABILITIES REQUIRED:

- Ability to drive to several work site locations throughout the work day.
- Ability to withstand regular physical contact with pet hair, dust, mold, mildew, high temperatures and cleaning solutions.
- Ability to wash all hard surface floors on hands and knees.