

Site

Job Description: Site Manager

TITLE: Site Manager

COMPANY: Wellspring Cleaning Services, LLC

REPORTS TO: Area Manager/Regional manager

APPROVAL DATE:

JOB SUMMARY:

Under the general direction of the Area manager/Regional manager, the primary responsibilities of the Site Manager are to be responsible for planning, execution and delivery of an account services and to manage departments, plan various company operations and activities, control resources, review financial statements, create budgets, and communicate with other management professionals within the organization to keep the company running smoothly

EXPERIENCE | EDUCATION:

- High School Diploma or equivalent. Five years Supervisor experience in the cleaning industry. 10 years cleaning experience with general and special project work.

JOB REQUIREMENTS:

- Supervisory and management experience.
- Total knowledge of general facility cleaning.
- Knowledge of project work/special services. Carpet cleaning; stripping and waxing; buffing and burnishing; scrubbing and recoating; carpet spotting and window washing.
- Demonstrated skill and proficiency with cleaning equipment.
- Demonstrated skill and proficiency with consumable supplies.
- Total knowledge of identifying surfaces and make recommendations for proper cleaning procedures.
- Excellent conceptual thinking skills and the ability to identify and analyze complex and sensitive issues, problems and conflicts and to use independent judgment to make decisions, and to recommend and/or implement solutions.
- Customer services principles and practices.
- Ability to listen and communicate clearly, fluently and diplomatically orally and in writing in the English language; also to maintain excellent interpersonal and cooperative relationships with management, staff and clients.
- Ability to plan, organize, prioritize, and accurately follow through on work activities with time constraints and interruptions to meet deadlines as well as to work independently with a minimum amount of direction and/or supervision.
- Ability to remain flexible, resilient, calm, maintain a sense of humor and to regularly present a well-groomed, professional image.
- Ability to exhibit desirable and appropriate behavior including integrity, industriousness, sense of urgency and confidentiality and independent judgment to provide for a cohesive working environment dedicated to achieving the organization's goals.
- Ability to work effectively and respectfully with staff, managers, executives and others with a variety of working styles to achieve accountability and results using authority and influence sensitively to garner cooperation and maintain service excellence.
- Ability to work daily and effectively to balance stress of multiple projects, conflicting priorities, substantial workload, environmental ambiguity and changing plans through self-management and productive communication with the supervisor and management team.

- Ability to generate goodwill for the organization and its management among staff, clients, suppliers, referral sources, regulatory bodies, the general community and others pertinent to the business; demonstrate a strong commitment to client service and service excellence.
- Ability to meet the physical and cognitive requirements of the essential job functions.

PHYSICAL DEMANDS | WORKING CONDITIONS:

- Management of day-to-day operations for the account assigned to.
- Normally, 40 hours per week with extra time as needed to support the mission, activities and expansion of the organization.
- Frequent direct contact with clients, professional resources, contracting entities, vendors, suppliers, referral sources, regulatory bodies and government entities and the general community and occasional local travel.

MENTAL DEMANDS:

- The job involves the ability to use independent judgment to make decisions and to recommend and/or implement solutions.
- The ability to listen and communicate clearly and to maintain positive interpersonal and cooperative relationships with co-workers, clients and management.
- The ability to plan, organize, prioritize, and accurately follow through on work activities with time constraints and interruptions to meet deadlines as well as to work independently with a minimum amount of direction and/or supervision.
- Ability to remain flexible, resilient, calm, maintain a sense of humor and to regularly present a well-groomed, professional image.

ESSENTIAL RESPONSIBILITIES:

- Responsible for client location and employees working in that location.
- Perform building walk-throughs and quality control inspections.
- Setting deadlines and ensuring completion.
- Resolve employee problems.
- Responsible for operational activity: planning, directing, organizing and controlling all production.
- Schedule work and provide overall account management
- Screen and hire job applicants, interview job applicants, and perform orientations.
- Client contact, customer relations, quoting prices for customers
- Solving any problems/concerns that might arise
- Handle any complaints, concerns or questions from clients.
- Plan and prepare management work assignments
- Employee record keeping and training.
- Communicate with HR department and employees to resolve performance and personnel problems, and to discuss company policies. Refer matter to Area manager when appropriate.
- Perform or assist with cleaning duties as necessary
- Completing reports; accident, incident, damage, etc.
- Understand the strategy, vision and expansion model of the organization including a basic understanding of [company name] 's business; be aware of and help to enforce organizational policies and best practices procedures.
- Consistently support the general direction, initiatives and specific final decisions of the Area manager in all aspects of the business; use influence sensitively to garner cooperation of co-workers.
- Generate goodwill for the organization and its management among staff, clients, suppliers, referral sources, regulatory bodies, the general community and others pertinent to the business; demonstrate a strong commitment to client service and service excellence.
- Fill in for absent supervisors.
- Treat information acquired during work confidentially and responsibly.
- Complete work to standard.
- Regular, consistent, and punctual attendance is an essential function of this position.

- Perform other duties as requested or required by Area manager/Regional manager.

APPROVED BY: _____ **DATE:** _____
Area Manager

CONFIRMED BY: _____ **DATE:** _____
Regional Manager

ACKNOWLEDGMENT

I, _____, acknowledge that I have received and reviewed the Job Description of [Title of Position].

I further acknowledge that I have had an opportunity to review this Job Description and I understand the nature of the position and the responsibilities and requirements that I would be expected to perform in this position. If offered the position, or if I am continuing in this position, I attest that I am able, with or without reasonable accommodation, to perform the responsibilities and requirements described above.

Applicant/Employee's Signature

Date