

HOUSE CLEANING TECHNICIAN JOB DESCRIPTION



Job Summary

Clean Radiant Home Cleaning Services (RHCS) client locations according to the scheduled guidelines and cleaning requirements. Cleaning Technicians should ensure that he/she follows RHCS's philosophy, cleaning method and procedure, policies, supplies and tools care and maintenance, safety & security procedures and all other company information provided in the employee handbook and other company training materials. The Cleaning Technician must be timely, have a positive attitude, and communicate well with management. Cleaning Technicians are required to have a valid driver's license and valid auto liability insurance.

Qualifications and Skills

- No educational requirements
- No state certification requirements
- Have successfully completed the Training course
- Must pass all pre-employment criminal background and reference checks

Benefits

- Paid Vacation for Full Time employees:
- After 12 months of active employment, 5 paid vacation days are awarded for the following year.
- After 24 months of active employment, 10 paid vacation days are awarded per year. * Bonus Birthday off for full time and part time employees
- 6 Unpaid Holidays Off per year for full time and part time employees
- After the first 30 days of employment, 6 Unpaid Vacation Days per year for full time and part time employees

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Responsibilities and Duties

- Have a complete understanding and use of the company mission, philosophy and policies
- Work as assigned, alone or in teams, and have a complete understanding and use of RHCS's Method and Procedure for cleaning tasks which may include (but are not limited to) scrubbing restrooms, cleaning floors, dusting, polishing furniture, vacuuming, tidying supply replacement, supply inventory, organization, light window cleaning, and other general cleaning tasks.
- Have a complete understanding and use of RHCS's safety policies
- Have a complete understanding and use of RHCS's standard operating procedure for its supply and equipment uses and maintenance
- If communication devices (pagers, cell phones, 2-way radios, etc.) and systems are put into place to communicate with employees in the field, or in off hours for last minute coverage, employees are expected to keep them charged and on
- Have a complete understanding and use of company privacy, non-compete and confidentiality policies
- Read all company materials given
- Listen to and follow management instructions
- Observe any management demonstrations
- Practice the techniques instructed by the management
- Be tested on your knowledge and practice of the skills required for this position
- Attend and participate in company meetings
- Arrive promptly, as scheduled each day
- Read and interpret driving directions to get to client locations
- Maintain a positive, customer service oriented attitude
- Communicate regularly with management about job progress, issues on the job and customer service issues
- Keep management informed of any changes in your schedule, including utilizing the "request for time off" policy and approval process.
- Trouble-shoot and solve problems, in situations where there are known and unknown procedures to solve the problem
- Wear professional attire required by job, including uniforms if it is the company's current policy to do so
- Carry promotional material with you to the job site, and represent the company at all times. Clients may ask for referral information, questions about services, prices, etc. and Technicians should represent the company as a sales representative with the information that he/she has available to them.
- Positive greet and communicate with clients verbally and in written form at every service
- Work as requested with management, owners, officers, board of directors and consultants / coaches / contractors to improve one's job and career skills.
- Self-monitor and prioritize work load and time according to company policies. If work schedules are provided, then perform tasks according to the schedule.
- Perform detailed double checks when required on your own work as well as all other team members, including management and staff members that you report to. Report double check findings to both the person whose work is being checked, as well as management when requested. Double checks are to be visually checked, as well as documented in written form.