



Cleaning Supervisor

Job Title: Cleaning Supervisor

Job Type: Independent Contractors

Location: Jacksonville, FL

We are a professional cleaning company that specializes in basic, deep cleaning, move In/Out cleaning, Post construction cleaning, one Time cleaning, recurring cleaning, commercial cleaning, and janitorial services. Cleaning time Pro was founded in 2002 in Daytona Beach, FL. At Cleaning Time Pro we focus on the customer, thorough cleaning, and quality of service.

GENERAL JOB DESCRIPTION

The Cleaning Supervisor oversees several project sites and their team of cleaners and cleaning tasks. He/She supervises cleaners to carry out their work. He/She inspects the work area cleaned by cleaners. He/She manages work schedule of cleaners and reallocate work to cover absences. He/She ensures all cleaning equipment is well maintained and is safe for use. He/She checks on the stock level of cleaning materials and equipment. He/She must also be able to perform cleaning duties due to short staff or when assistance is requested.

DUTIES AND RESPONSIBILITIES

1. Supervise and manage cleaning teams: This includes assigning tasks to cleaning staff, ensuring they understand their responsibilities and monitoring their work to ensure high quality standards are met.
 - Coach Cleaning Techs team.
 - Supervise team of cleaners in their assigned task.
 - Plan out work schedule for cleaners.
 - Facilitate effective communication and engagement at the workplace.
 - Handle reassignment of tasks when needed
 - Inspect work done by cleaners daily.
 - Implement work plans.
2. Monitor performance of cleaning staff: Monitor the performance of the cleaning staff and provide feedback on areas that need improvement. This includes conducting frequent inspections and ensuring they are meeting the company's quality standards.
3. Train new cleaning staff: Train new cleaning crew members on Cleaning Time Pro's cleaning standards, cleaning techniques, and safe work practices.
 - Train cleaners and team leaders on service standards.
 - Identify training needs for all cleaning staff.

4. Customer service: Engage customers in a professional manner, answer any queries they might have and ensure their needs are met.
 - Coordinate and liaise with clients at worksite.
 - Handle complaints and feedback from clients.
 - Interact and build relationship with customers.
5. Maintain equipment: Ensure all cleaning equipment is properly maintained and in good working condition. Take necessary steps to repair or replace equipment as needed.
 - Monitor cleaning material stock level and re-order materials when needed.
 - Check cleaning equipment condition.
6. Administrative tasks: Work with the Operations Manager to ensure that all documentation is up-to-date and recorded accurately. This includes attendance records, job reports, equipment inventory and incident reports.
 - Provide help and guidance to immediate reports.
 - Solve operational problems and make decisions.
 - Submit daily cleanliness report.
7. Safety and Health: Ensure that all safety and health protocols are enforced, and company policies are adhered to by all members of the cleaning crew.
 - Monitor and follow up on compliance with cleaning procedures, workplace safety and tender specifications.

QUALIFICATIONS FOR THE JOB

EDUCATION

High school diploma or GED

EXPERIENCE

- ✓ A proven track record of supervisory experience in the cleaning industry
- ✓ Exceptional communication and interpersonal skills
- ✓ Strong problem-solving skills
- ✓ Ability to motivate, train and develop staff
- ✓ Ability to work independently and manage multiple tasks
- ✓ Knowledge of cleaning techniques and best practices
- ✓ Clean criminal record
- ✓ Valid driver's license

KEY COMPETENCIES

- The Supervisor will work both indoors and outdoors. This includes being exposed to different weather conditions for extended periods of time.
- This job description is not intended to be all-inclusive. The Supervisor may perform other duties as assigned by the Operations Manager.

PHYSICAL REQUIREMENTS

This position requires standing, walking, bending, and reaching for extended periods of time. Must be able to lift a minimum of 50 lbs.