



CLEANING SERVICES

## Job Description

**Job Title:** Field Supervisor **Reports To:** Managing Director **FLSA Status:** Non-Exempt

**Summary:** Responsible for managing crew and sites as well as supervises and coaches each team member to ensure work is completed according to contractual scope, quality specifications, and safety standards by performing the following duties.

**Duties and Responsibilities** include the following. Other duties may be assigned.

1. Addresses team and client issues/concerns in a professional manner.\*
2. Gives and receives positive and constructive feedback.\*
3. Reports any issues, concerns, or discrepancies to managing director.\*
4. Responsible for execution of jobs, weekly chores, proper shop lock-up, and accomplishing team goals.\*
5. Responsible for on the job training for staff/employees to job specific tasks.\*
6. Participates in company and customer training ensuring effective communication and distribution of information to supervisors, customers, and employees.\*
7. Ensures all work orders are filled out accurately by entire crew and turned in at a timely manner.\*
8. Responsible for being solutions-oriented and will do whatever it takes to problem solve for our clients and team.\*
9. Records all hours performed on a job site and collects and submit to managing director accurately and daily.\*
10. Participates in all staff meetings.\*
11. Demonstrates a genuine willingness to learn from feedback and experience and changes their behavior as a result.\*
12. Does what is right to achieve team goals and consistently works towards team success.\*

### **Supervisory Responsibilities:**

Directly supervises one employee. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

### **Qualifications:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

\*Essential Function

**Language Ability:**

Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.

**Math Ability:**

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.

**Reasoning Ability:**

Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions. Ability to deal with problems involving a few concrete variables in standardized situations.

**Specialized Training:**

10hr OSHA safety training

**Certificates and Licenses:**

Valid driver's license

**Knowledge, Skills, and Other Abilities:**

- Ability to multi-task in fast paced environment with constantly changing priorities and high customer demand
- Knowledge of proper use of equipment, materials and supplies
- Ability to maintain a professional appearance and demeanor
- Ability to lead others and motivate people
- Ability to work individually and as part of a team
- Strong attention to detail
- Ability to lead and manage individuals, holding high expectations, and giving them the tools and the coaching to succeed
- Strong communication and customer service skills
- Ability to focus on the achievement of objectives and standards
- Ability to strive to improve or meet a standard of excellence
- Ability to work five days a week, nights, and weekends when needed

**Physical Demands:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to use hands, reach with hands and arms, stoop, kneel, crouch or crawl, talk or hear, and taste or smell. The employee is frequently required to stand, walk, and climb or balance. The employee is occasionally required to use hands. The employee must regularly lift and/or move up to 25 pounds.

**Work Environment:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally exposed to wet or humid conditions (non-weather), work near moving mechanical parts, work in high, precarious places, fumes or airborne particles, outdoor weather conditions, and risk of electrical shock.

The noise level in the work environment is usually quiet.