

POSITION DESCRIPTION

IDENTIFICATION:

Company:	Castle Keepers, Inc.	# of Positions:	Multiple
Division:	Operations	Manager:	Supervisor
Job Title:	Fill-In Captain	Job #:	C2

JOB SUMMARY:

The same job summary as Teammate (C1) and:

- Responsible for directing and supervising teammates and performing all cleaning activities within the clients' homes.

SUMMARY OF ESSENTIAL JOB FUNCTIONS:

The same essential job functions as the Teammate (C1), plus:

- Check directions to each house carefully and make sure you know how to get to homes. Read all Home Instructions carefully to familiarize self with each client's cleaning preferences.
- Delegate workflow and instructions to teammates.
- Respond to clients' inquiries to the best of your ability and call office with questions you cannot answer.
- Maintain and update Customer Worksheets.
- Maintain clients' keys, Castle Keepers vehicle keys, and Castle Keepers' equipment throughout the day and return them to the office at the end of the day or as otherwise instructed.
- Perform quality-control check walk-through before leaving every client's home. Redirect cleaning as needed.
- Leave accurate table card in every home, on every visit (unless otherwise noted).
- Return tools, equipment and cleaning supplies to equipment room at the end of each day, or as otherwise instructed. Replenish supplies. Fill out appropriate forms to inform the Supervisor or Ops Mgr of the status of supplies and equipment so they may be repaired or replaced as needed.
- Enforce safety precautions and rules as specified in Safety Handbook.
- Attend and participate in meetings as required.
- Perform other related duties as assigned.

MINIMUM REQUIREMENTS:

Same as the Teammate (C1), plus:

- No educational requirements.

- Good attendance and performance as Teammate.

ABILITIES REQUIRED:

Same as the Teammate (C1), plus:

- Ability to give feedback, redirect and supervise others in a positive and motivating manner.
- Ability to surpass language and communication problems.

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.