

POSITION DESCRIPTION

IDENTIFICATION:

Company:	Castle Keepers, Inc.	# of Positions:	Multiple
Division:	Operations	Manager:	Team Captain
Job Title:	Teammate	Job #:	C1

JOB SUMMARY:

Teammate will clean Castle Keepers' client locations according to the scheduled guidelines and cleaning requirements. Teammate should ensure that he/she follows Castle Keeper's philosophy, cleaning methods and procedures, policies, supplies, and tools care and maintenance, safety and security, procedures, and all other company information provided in the employee handbook and other company training materials. The Teammate must be timely, have a positive attitude, and communicate well with Team Captains, Supervisors and Operations and Administrative staff. Where necessary, Teammates are required to have a valid driver's license and a good driving record.

SUMMARY OF ESSENTIAL JOB FUNCTIONS:

- To be depended upon to arrive at work at the prescribed time each day, knowing full well that tardiness and absences from work will place hardship on fellow team members and disrupt client cleaning schedules. Be prepared to work your entire shift.
- Keep office informed of any changes in your schedule, including utilizing the "request for time off" policy.
- Communicate regularly with the office about job progress, issues on the job and customer service issues.
- Wear the Castle Keepers' uniform according to uniform guidelines and look professional at all times.
- Perform various cleaning activities, to include cleaning bathrooms, bathroom fixtures, showers and tubs, and including washing floors, cleaning kitchens, vacuuming carpets, dusting, polishing and other cleaning-related activities in accordance with instructions given by the Team Captain.
- Report any broken items, accidents or injuries promptly to the Team Captain.
- Move couches, chairs and other furniture as needed.
- Secure homes, including locking doors and windows and activating alarms, without letting pets out.
- Report any security or safety violations to the Team Captain immediately.

- Report any emergency maintenance problems to include toilets and other water fixtures to the Team Captain immediately.
- Wear appropriate uniform and personal protective equipment in accordance with the job you are performing.
- Learn specific cleaning techniques of the company based on time and motion. Work smarter, not harder.
- Attend and participate in meetings as requested by the Team Captain, Office Manager or Owner.
- Understand and adhere to safety procedures as established in the Castle Keepers' Safety Handbook.
- Drive to specified locations when requested and clean and maintain vehicle. Read and interpret driving directions to get to client locations.
- Leave premises in a safe manner, as to the condition it was found (including the Castle Keepers' office).
- Have a complete understanding and use of Castle Keepers' standard operating procedure for its supply and equipment uses and maintenance.
- Keep communication devices put in place to communicate with teams on and answer quickly when contacted.
- Have complete understanding and use of company policies and procedures in employee handbook.
- Read any company materials given. Listen and follow management instructions. Observe any management demonstrations. Practice techniques instructed by management. Be tested on knowledge and practice of the skills required for this position.
- Self-monitor and prioritize work load and time according to company policies. Perform detailed double checks when required on your own work as well as all other team members, including operations and staff members you report to. Report double check findings to both the person being checked as well as operations when requested. Double checks are to be visually checked as well as documented in written form when required. Trouble-shoot and solve problems, in situations where there are known and unknown procedures to solve the problem.
- Maintain a positive, customer service-oriented attitude. Carry promotional materials and represent the company at all times. If clients or potential clients have questions, Teammates should represent the company as a sales representative with the information that he/she has available to them.
- The ability to perform the following for long periods of time: stand, walk; use hands to finger, handle, or feel; reach with hands and arms; climb or balance; and stoop, kneel, crouch, or crawl. The employee is occasionally required to sit in car and/or office chair. The employee must regularly lift and/or move up to 40 pounds and frequently lift and/or move up to 80 pounds. The employee must have the ability to wash all hard surface floors on hands and knees if required. The employee will be required to work at a moderate physical pace for the duration of his/her job hours hired for. The ability to climb on and safely use mobile and stationary

- ladders and/or scaffolding that expands several stories.
- Communicate effectively with team members and clients.
- Perform other related duties as assigned.

MINIMUM REQUIREMENTS:

- No educational requirements.
- Prior cleaning experience helpful.
- Have successfully completed the Orientation training course and field training.
- Must pass all pre-employment drug screening, DMV screening, criminal record and reference checks. Must meet valid insurance underwriting requirements.

ABILITIES REQUIRED:

- Valid driver's license.
- English literacy, both verbal and written.
- This employee is frequently required to stand; walk; use hands to finger, handle, or feel; reach with hands and arms; climb or balance; and stoop, kneel, crouch, or crawl. Must regularly lift and/or move up to 40 pounds and frequently lift and/or move up to 50 pounds. Required to work at a moderate physical pace for the duration of his/her job hours hired for.
- Ability and interest in learning all aspects of the job.
- Ability and interest in serving the clients, and delivering service that exceeds expectations

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.