

POSITION DESCRIPTION

IDENTIFICATION:

Company:	Castle Keepers, Inc.	# of Positions:	Multiple
Division:	Operations	Manager:	Field Trainer
Job Title:	Trainee	Job #:	T

JOB SUMMARY:

Trainee will obtain a complete understanding and use of Castle Keepers' mission, vision, cleaning methods and procedures, policies, supplies tools care and maintenance, safety and security, procedures, and all other company information provided in the Employee Handbook and other company training materials. The Trainee should observe Trainers carefully during the training process, and listen to and follow all instructions. The Trainee must be timely, have a positive attitude, and communicate well with Team Captains, Supervisors and Operations and Administrative staff. Where necessary, Trainees 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 issues on the job.
- Wear the Castle Keepers' uniform according to uniform guidelines and look professional at all times.
- 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 Managers.
- Learn and understand 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).
- Learn and understand 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.
- Learn and understand Castle Keepers' company policies and procedures in employee handbook.
- Read any company materials given. Listen and follow Field Trainer instructions. Observe any Field Trainer demonstrations. Practice techniques instructed by Field Trainer. Be tested on knowledge and practice of the skills required for this position.
- Maintain a positive, customer-service oriented attitude. Carry promotional materials and represent the company in a positive way at all times. If clients or potential clients have questions, Trainees should represent the company as a sales representative with the information that he/she has available to them.
- Communicate effectively with team members and clients.
- Perform other related duties as assigned.

MINIMUM REQUIREMENTS:

- No educational requirements.
- Prior cleaning experience helpful.
- 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.