

POSITION DESCRIPTION

IDENTIFICATION:

Company:	Castle Keepers, Inc.	# of Positions:	Multiple
Division:	Operations	Manager:	Supervisor
Job Title:	Captain	Job #:	C3

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. Responsible for their work and that of their teammate's in order to ensure the job meets the scope of work and that the client is delighted with the service.

SUMMARY OF ESSENTIAL JOB FUNCTIONS:

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

- Delegate workflow and instructions to teammates on a daily basis.
- Continue the training and supervision of new employees. Instill and maintain the following of Castle Keepers' cleaning procedures in all employees and lead by example.
- Respond to clients' inquiries and specific cleaning requests regarding jobs as needed, and communicate same to team members. Resolve problems and discrepancies on jobs and interact with clients to amend issues.
- Maintain and update Customer Worksheets on a daily basis.
- 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 instructed).
- 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, equipment and vehicles so they may be repaired or replaced as needed.
- Maintain first aid pouch and refill as necessary.
- 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: <ul style="list-style-type: none">• No educational requirements.• Good attendance and performance as Teammate.• Successfully completed the Captain's training.

ABILITIES REQUIRED:
Same as the Teammate (C1), plus: <ul style="list-style-type: none">• Ability to give feedback, redirect and supervise others in a positive and motivating manner.• Ability to surpass language and communication problems.

SPECIAL ABILITIES REQUIRED:
<ul style="list-style-type: none">• 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.