

Job Description

Carpet Cleaning Manager

Carpet, Upholstery, Air Duct Cleaning Manager

We are seeking someone who can provide excellent customer service, and will get to work right away. We are a company that takes pride in quality, doing the job right the first time, and going above and beyond. If this sounds like something you can achieve, we want you! Join a company that is growing and being recognized as a leader in its industry.

Primary Responsibilities:

- Beginning of each job discuss concerns with customer and address those concerns on all jobs
- After completion of job, walk it with customer and show that concerned areas are resolved
- Establish quality control on all jobs by re-inspecting job sites to ensure all equipment, product, and materials are picked up
- Manage and train employees to RMCR's operation standards
- Ensure employees are following cleaning protocols established within the Standard Operating Procedures and chemical guide
- Address and resolve any conflicts with customers and call backs
- Resolve any conflicts with team members
- Maintain communication with home office for:
 - Properly scheduling employee coverage for day, night, and weekend jobs
 - Resolve scheduling conflicts
 - Look into future calendar items for awareness of job needs
- Maintain inventory and properly stock, organize and clean trucks along with company equipment that pertains to your job, i.e.
 - Products
 - Equipment
 - Supplies
 - Trucks
- Ensure proper maintenance is being done on a daily, weekly, and monthly timeframe based upon maintenance chart for trucks
- Report any broken equipment to management for repairs
- Promote the company in a professional manner to all customers by:
 - Promoting our online review program
 - Liking Facebook Page
 - Referral program
- All questions and concerns will be addressed to you
- Promote a safe work environment through daily and weekly training with staff members
- Participate with the on-call schedule for restoration
- Other duties as assigned

Position Requirements:

- Ability to lift at least 75lbs

- High school diploma/GED
- Basic math skills
- Construction experience is preferred
- Have or the ability to gain IICRC certifications – Carpet Cleaning Technician, Upholstery and Fabric Cleaning Technician, and Odor Control Technician
- Ability to climb ladders, work at ceiling heights, work in tight spaces (e.g., crawls spaces, attics)
- Ability to sit/stand/walk for prolonged periods of time
- Ability to repetitively push/pull/lift/carry objects
- Ability to work with/around cleaning products/chemicals