

Professional Cleaning Specialists

Job Description

Job Title: Healthy Home Ambassador
Reports to: Sales and Marketing Supervisor
Department: Sales and Marketing

Purpose

The purpose of this job description is to increase an individual's ability to successfully perform the job position. In order to be successful in any position within our organization, it is important that every team member knows what the job entails and what is expected.

Overview

To provide exceptional customer sales and service to the quality and standard set by Professional Carpet Systems. As a team member of PCSNiagara you will provide educational based solutions to clients needs by presenting/demonstrating our services. As a representative of Professional Carpet Systems you will be expected to meet and exceed the outstanding reputation that we have built in the Niagara region as an ethical, trustworthy, knowledgeable organization.

Responsibilities

- Complete adherence to company policies and mission, vision, value statement
- Perform residential/commercial audits
- Perform appropriate follow up on potential clients and/or existing clients (residential/commercial)
- Perform Route Sales marketing initiative- identify new corporate opportunities and make regular visits
- Visit joint venture partners and act as an ambassador
- Acquire new residential clients, new commercial contract cleaning clients, and new joint venture partners
- Respond to client communications
- Complete and maintain client files in company database(s)
- Maintain PCS of Niagara's appropriate documentation storage standards
- Complete all required company reporting forms (paperwork)
- Ensure all required documentation is recorded on work orders for Specialists to **succeed** in performing required cleaning in an effective efficient manner in a way to WOW our clients
- Drive commercial vehicles safely according to road conditions and Ministry guidelines
- Care and control of all tools and equipment
- Participate in preparation of marketing materials for sales initiatives
- Attend networking events as required
- Participate in achieving monthly and yearly financial goals
- Participate in carrying out various marketing initiatives
- Participate in company meetings and training sessions

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- Participate in personal and professional self development programs within the company as well as on personal outside time
- Travel (limited – to receive technical training)
- Meet company accepted standards (metrics) for accuracy and completion of responsibilities
- Other responsibilities as required

Health & Safety

Professional Carpet Systems regards its employees as the most valuable asset in the company. It is the policy of our company to provide a safe and healthy work environment through a proactive occupational health and safety improvement process. It is every team member's responsibility to promote and adhere to our health and safety programs to ensure that we always maintain a safe working environment.

Qualifications

1 – 3 years sales experience

High school education

Driver's license and clear driving record

Bondable

Competencies

Technical – Read, speak and write English, basic math, basic computer skills with Microsoft Office Suite, internet and email, detail oriented, communicates effectively, able to effectively organize time and effort, ability to simplify complex ideas and terms, sales skills with emphasis on closing and asking for the sale, ability to identify variances in color and odor

Behavioral – Commitment to personal development, concern for quality and standards, stress management and flexibility, positive attitude, customer service, sales leadership, industry acumen, relationship building, integrity, strategic thinking, situational judgment, problem solving, self control, endorses change, empathy, impact and influence, deliver results, coachable, personal responsibility, directness

Work Environment

While performing the essential functions of this job, the employee is frequently exposed to outdoor weather conditions. While performing audits the employee may experience some exposure to mold, blood, vomit, feces and urine. The employee is occasionally exposed to fumes or airborne particles and toxic or caustic chemicals. While some work functions are performed on company premises most are performed in client residences and commercial businesses.

Physical Demands

Some lifting required (25 lbs.), bending, stretching, kneeling, crouching and crawling. Handle or operate tools and inspection equipment and reaching with hands and arms.

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Equipment

Hydroscope, black light, awl, measuring tape, demonstration materials, presentation materials, fax, photocopier, scanner, phone, computer

Schedule

Monday to Friday, with some Saturdays and some evenings

Flexibility required

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Employee Signature: _____

Supervisor Signature: _____ Date: _____