

CottageCare, Inc.

Position Description: Service Center Manager

GENERAL INFORMATION:

- Department: Service Center
- Classification: Full time
- Partnering position: None
- Average Schedule: Varies
- Location: Varies

POSITION SUMMARY:

The Service Center Manager is responsible for the administration of the CottageCare Service Center.

WORKING RELATIONSHIPS:

- Reports to: Franchise owner
- Interacts with: Franchise owner, CottageCare crew and customers
- Teams with: Franchise owner and crew

POSITION DUTIES/ RESPONSIBILITIES/ ACCOUNTABILITIES:

1. Advertises for crew; interviews crew candidates, processes new hire documentation, conducts orientation and training; conducts follow-up training and coaching.
2. Maintains high degree of crew morale; researches, develops and implements crew incentives.
3. Maintains accountability of crew for job responsibilities and performance; tracks crew attendance, disciplinary actions and work performance.
4. Schedules customer cleanings on daily basis; schedules crew assignments on daily basis.
5. Conducts cleaning inspections on daily basis; provides positive coaching to crew utilizing the P.I.T.E. technique.
6. Maintains customer relations by establishing rapport with customers and providing exemplary service; resolves customer complaints to the best interests of both the customer and CCI; conducts introduction calls, follow-up calls and reminder calls.
7. Prepares payroll, conducts daily accounting, customer accounting and other miscellaneous reports as necessary; maintains System II data entry; routinely performs daily backups of the System II data folder and completes weekly reports and faxes them to the Corporate office.
8. Ensures a neat and business like appearance of the CottageCare Service Center; collaborates with franchise owner on matters relating to controlling operating costs.

WORKING CONDITIONS:

Office environment. Frequent driving and visits to customer homes. Some cleaning. Lifting of objects weighing up to 35 lbs. Limited travel.

Signature: _____

Date: _____

By signing I acknowledge that I have read and fully understand the foregoing Position Description. I understand that CottageCare, Inc. may modify the Position Description at any time with or without prior notice to me and without justification. I further understand that the Position Description is merely intended to serve as an outline for usual and/or normal duties, and that I may be asked to perform additional duties not specifically mentioned on the Position Description at any time without entitlement to additional compensation.