

Regional Team Leader

Karma Diva Green Cleaning Regional Team Leader

Northwest Philadelphia to King of Prussia to Swarthmore

Monday-Friday 9:00 am - 5:00 pm, Occasional availability until 6 pm

Immediate Audition Available

Requirements:

- Reliable Transportation
- Smart Phone, Laptop, and mouse
- Clean Background Check
- 3-5 Professional References
- 3+ years of experience in a Related Field of Work

Responsibilities: The person who best fits this role will have the ability to be on call M-F 9-5 in case any of our cleaning techs call in sick and there's no one else to cover. In general, the necessary hours to manage the responsibilities of this role will shift somewhat week to week.

Occasionally, a client may need to schedule a consultation to start service after 5:00. This can be taken on a case by case basis but will occasionally be necessary.

At times, there will be more required in a given week than other times. There is a seasonal ebb and flow to this business and staying productive during the down time is key to the busier times running smoothly.

Strong Leadership Skills are a must! Cleaning is part of the job.

*Regional Team Leader supports our [Quality Assurance Team](#), who also supports our [Cleaning Techs](#) more individually. **RTL's will need to be willing and capable of performing any of these roles with excellence, to set an example.***

Much of your work week can be done from home. Some travel is required to and from client homes and to do interviews with incoming applicants. *Occasionally, it may make sense to do some cleaning work in the field and some admin work from a coffee shop or at home within a work day.*

Meetings 1.5-3 hours/wk

Billing 1 hr/day

Scheduling 3-5 hrs/wk

Quality Assurance 2-5 hrs/wk

Team Management 5-10 hrs/wk

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20-30 hrs/wk

The rest of your 40 hour work week will typically consist of House Cleaning and/or planning ahead. This way you will be available and familiar with the work so our techs can confidently look to you for guidance.

Administrative:

- Follow and update our SOP as needed
- Email, Phone, Text, Slack Communication
- Record Keeping; Notes
- Course Building: Slideshows and quizzes
- keeping up with the Navigator/Resources sites

Client Facing

Consultations & Scheduling

Consultations: Learn the KD script and structure for an in person consultation with a potential new client. Take notes and set up their schedule.

- Communicate through every aspect of scheduling their First Time Cleaning and maintaining their ongoing schedule.
- Answer questions about team members and their schedules.
- Negotiate payments and give estimates.

Scheduling:

- Build and maintain Google Calendar schedule bearing all tech and client considerations in mind.
- Keep a watchful eye on the info@karmadiva.com inbox for client communications about scheduling that may need to be communicated within the team.
- Communicate with clients about daily delays or any other changes to the daily, weekly, or monthly schedule
- Keep a watchful eye on Slack for any tech communications that may need to be passed along to our clients.

Tech Facing: Interview, Onboard, Guidance, Quality Assurance

Interview

- Email/phone/text communication
- Zoom Interviews
- In-Person Interviews

Onboard -

- Contact References and log a written summary
- Set up Payment Tracker
- Oversee Onboarding checklist
- Set up Audition & Training schedule

Audition Mentor: Start off by making sure the techs know to read the House Notes before getting started. Explain to them how our systems work! Ask them questions and encourage them to do the same. Give examples of what helped you when you were first starting.

- Explain that we work as a team, one tech does 1st floor and other does the 2nd floor and vice versa with the next house!
- Remind them to never leave a fellow Diva behind and if they finish first to triple check their work and help the other tech finish up!
- Show them what their kit should look like by producing your own that they can use until we trust them enough with their own kit.
 - Go over the products we use again (we go through this in the interview so they will have somewhat of an understanding). Ask them if they have any questions. Encourage them to ask questions.
- Manners/Professionalism:
 - No talking about the clients or other technicians within earshot of any home that we are cleaning. This stands whether the client is home or not.
 - No yelling garage door codes so other people can hear.

Quality Assurance (QA)

- **Monday morning Team Zoom Call**
- **Friday morning Admin Zoom Call**
- **Walk through inspections:** Checking for cobwebs, baseboards, all surfaces dusted, light switch plates, doors and top to bottom in kitchen and bathrooms. Go around and make sure the techs are leaving everything sparkling!
 - Give techs feedback and special tips on how to keep our clients happy!
 - Calculator Spreadsheet:
- **First Time Cleaning Check Ins & Responsibilities:**
 - 30 minute check-in - at the start of the job to make sure techs understand expectations.
 - 90 minute inspection - at the end of the job - use inspection calculator

Starting Rate:

We have an Audition Schedule to be followed for eligibility for this role. This begins from \$17/hr as an Independent Contractor. Once in the W4 position the pay rate increases to \$700/wk + tips for Level 1; \$770/wk + tips for Level 2; \$830/wk + tips for Level 3.

We are hopeful that with the right leadership we can increase these offers as we go.

Regional Team Leader (Audition) \$17/hr base + Tasking + Tips (Independent Contractor)		Responsibilities: Quality Assurance Team Mentor Duties PLUS																	Estimated Yearly Total				
8-16 hrs/wk Cleaning up to 20 hrs Admin		1. Attend Team Calls: Help field inquiries that come up during the call to the associated team member and/or clients that are affected. Lead if higher level RTL isn't available 2. Applicant Filtering: Ziprecruiter, Email, Google Voice - Generally answering FAQs and helping to set up interviews 3. Zoom Interview Calls: Attend and help take notes, field questions, and generally assist Kirstin in collecting relevant data or resources to aid the flow of the interview 4. In-Person Interviews: Attend and help take notes, field questions, and generally assist Kirstin in collecting relevant data or resources to aid the flow of the interview 5. Scheduling: Learn how to manage the schedule between Google Calendar and Jobber; Communicate with team members over Slack; Communicate with clients via Gmail and Gvoice 6. Slideshows & Quizzes: Assist in the creation of onboarding materials for incoming techs. 7. Quality Assurance: Follow along and learn how to conduct a proper QA visit from start to finish; Fill in for techs that call out last minute. 8. Available for Carpool: In case one of our techs needs a lift 9. First Line Fill In: Manage Cleaning Tech Responsibilities in cases of last minute call outs.																	\$41,152.80				
Full Availability M-F 9-5 Weekly Check ins 60-90 days		Week Begins 2/13/2023	Admin	Client Names and Hours Accounting	Team	Solo	Max	Plus	# of Jobs/day	Pet Care	Client Names and Hours Accounting	Tasking / \$1/hr Comm Bonus			Carpool (Driver)	Carpool (Rider)	CC Tips Total includes 20% cc emp fee	Totals		Reimburse KD			
Comm. within 15 mins		Wk Ends 2/19/2023	What did you work on?	\$17	Cindy 3.55M (FTC); Drew 2T; Laura PC 5	\$17.0	\$17.0	\$2 \$1.60	\$1.25 \$1.00	\$0.60 \$1.25	\$18.0 \$1.5	Elvis 1.57sk2	Lvl 1 \$20.00	Lvl 2 \$21.50	Lvl 3 \$23.00	\$5 Enter 1 per leg of the journey	\$5		ADMIN	\$340.00	\$0.00		
		Pay Date: 3/1/2023																TEAM	\$138.00	Receipt Note:			
☐		2/13/2023	MON	Team Call Applicants & Scheduling	7													SOLO	\$0.00				
☐		2/14/2023	TUES	Scheduling	1	Cynthia 2t; Claude 2t	4			2		Zoom Interview Bryan	2				3	\$35.00	MAX	\$8.00			
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☐		2/17/2023	FRI	Scheduling & Slideshows	3						In Person Interview Clarissa	4						PET CARE	\$0.00				
☐		2/18/2023	SAT															TASKING	\$131.00				
☐		2/19/2023	SUN															CARPOOL (DRIVER)	\$15.00				
We bill in 15 min increments				Admin Hours	Weekly Cleaning Hours	Team Hours	Solo Hours	Max Hours	Peak Hours	# of Jobs/wk	PC Hours	Tasking Total	\$131.00	Weekly Task Hours			Rides Given	Rides Received	\$70.00	CC TIPS	\$87.90	Total Hours	
				20		8	0	4	0	3	\$0.00	Lvl 1	\$151.00	6.25			3	0	less fee	KD RECEIPTS/ CARPOOL (RIDER)	\$0.00	34.25	
15 min = .25		45 min = .75		Total	Notes:	Total	Total	Total	Total	Total	Total	Lvl 2	\$0.00		0		Total	Total	\$2.10	COMM BONUS	\$10.00	Avg Hourly Rate	
60 min = 1		1 hour = 1		\$340		\$136.00	\$0.00	\$8.00	\$0.00	\$10.50	\$0.00	Lvl 3	\$0.00		\$0		\$15	\$0	\$67.50	WEEKLY TOTAL	\$791.40	\$23.11	
When you fill out your payment tracker before 8am every Thursday you will be eligible for either of the following, but not both:				☒	Timely Tracker	Karma Dive's Billing Representative will verify for Communications Bonus each Thursday AM when preparing for										\$6.25	\$0.00	\$0.00					
						☒	☒	☒	☒				☒	☒	☒								
Weekly Round Up! 10% of Admin Total BONUS:				\$51.00																			
Prep Team Messages for the week ahead. Outreach to potential Candidates				\$34.00																			

Qualifications

Below is a list of Qualifications that will instill confidence in placing a candidate in this role:

- 1. Leadership Experience:** At least 2 years of leadership experience, ideally in a service-based or client-facing role.
- 2. Cleaning Industry Knowledge:** Experience in cleaning or facilities management to understand the demands and standards of the role.
- 3. Problem-Solving Skills:** Ability to handle last-minute schedule changes, client concerns, and team issues efficiently.
- 4. Customer Service Skills:** Strong ability to build and maintain client relationships, handle complaints, and negotiate services or rates.
- 5. Tech Savvy:** Proficiency with digital tools like Google Calendar, Slack, spreadsheets, and mobile apps for scheduling and communication.
- 6. Reliable Transportation:** Access to a reliable vehicle for travel between client homes and administrative tasks.
- 7. Flexible Schedule:** Willingness to adjust hours slightly based on client or team needs.
- 8. Excellent Communication:** Both verbal and written, to effectively communicate with clients, team members, and management.

Qualifying Questions: Please select 2 from each grouping to respond to. Send your answers to us at team@karmadiva.com.

Among the questions selected, please tell us which are likely to be strengths or weaknesses for you. Please reach out with any questions.

Leadership and Problem-Solving

- 1. Can you give an example of a time you led a team through a challenging situation? How did you resolve it?**
- 2. How do you handle feedback from team members, and how do you deliver constructive criticism?**
- 3. If a team member consistently underperforms, how would you address this?**
- 4. Describe a time when you had to handle a last-minute change in schedule. How did you manage it?**

Decision-Making Under Pressure:

You receive two urgent calls: one from a client with a complaint that requires immediate attention, and another from a tech who needs support with a cleaning challenge. How would you prioritize and handle these calls?

Encouraging Initiative:

You want your team to take more initiative in problem-solving and daily tasks rather than always coming to you for direction. What strategies would you use to encourage this?

Implementing New Processes:

You're introducing a new SOP that will improve efficiency but requires significant adjustment from the team. How would you lead the team through this transition to minimize resistance and maximize adoption?

Handling Negative Feedback from a Team Member:

A team member expresses dissatisfaction with how things are being managed and feels their concerns aren't being heard. How would you respond and address their feedback constructively?

Balancing Firmness and Empathy:

A long-time team member who typically performs well is suddenly struggling with attendance and work quality due to personal issues. How would you address the situation to balance empathy with maintaining team standards?

Maintaining Consistency with Standards:

One of your top-performing team members has started taking shortcuts to save time, but the overall quality is slipping. How would you approach them to re-establish the expected quality without discouraging their initiative?

Delegating Effectively:

With a growing workload, you realize you can't manage all the responsibilities on your own. How would you decide which tasks to delegate and to whom, ensuring quality standards remain high?

Developing Team Skills:

You notice that some team members are eager to grow in their roles but lack the necessary skills. How would you create opportunities for development within the team's current workflow?

Adapting Leadership Style to Different Team Members:

Your team includes a mix of personalities—some prefer detailed direction, while others are more independent. How do you tailor your leadership approach to ensure all team members perform their best?

Managing Unforeseen Absences in a Busy Season:

During a peak season, two team members call out on short notice, leaving you with a very tight schedule. How would you handle this to ensure client needs are still met?

Leading by Example:

You notice that the team's adherence to cleanliness standards is slipping slightly. How would you model the behavior and standards you expect without directly critiquing their performance?

Cultivating a Culture of Accountability:

You want to encourage a culture of accountability, where team members feel responsible for their work and outcomes. How would you foster this sense of ownership within the team?

Identifying and Leveraging Team Strengths:

You're aware that different team members have various strengths, from client communication to cleaning expertise. How would you leverage these strengths to maximize team efficiency and morale?

Anticipating and Addressing Potential Issues:

If you foresee an issue in the schedule or workflow for the coming month, how would you proactively address it with the team to prevent disruptions?

Handling Difficult Conversations:

If a team member's performance has been declining despite previous discussions, how would you have a frank conversation to set clear expectations while maintaining a supportive approach?

Customer Service and Client Relations

1. **Tell me about a time you turned around a negative customer experience. What was your approach?**
2. **How would you handle a client who is dissatisfied with the cleaning service?**
3. **Describe your approach to handling client requests that are outside standard cleaning procedures.**
4. **What do you think is essential when conducting a consultation with a new client?**

Customer Service and Client Relations Scenarios

1. **Handling a Dissatisfied Client:**
A client calls to express disappointment with a recent cleaning, citing missed areas and lack of attention to detail. How would you handle this complaint to ensure client satisfaction while gathering helpful feedback for the team?
2. **Managing Last-Minute Schedule Changes:**
A client requests a last-minute change to their cleaning schedule, but your team's availability is limited. How would you address the client's request, manage their expectations, and work to find a suitable solution?
3. **Communicating Unexpected Delays:**
Due to unforeseen circumstances, a team is running late to a client's appointment. How would you communicate this to the client, and what steps would you take to ensure they feel valued and informed?
4. **Addressing Special Requests:**
A client has a specific cleaning request that isn't part of your typical service package. How would you approach this request, and what would you do if it's not feasible to fulfill it within standard procedures?

5. **Maintaining Professional Boundaries:**
During a cleaning, a client begins asking about details of other clients or team members. How would you handle the situation to maintain professional boundaries and confidentiality?
6. **Handling Personal Criticism from a Client:**
A client expresses frustration and directly criticizes your management, saying they believe your team could be better organized. How would you respond professionally to preserve the client relationship while managing the feedback?
7. **Calming an Upset Client:**
A client contacts you, upset that something valuable was damaged during a cleaning. How would you address their concern, gather the facts, and work toward a resolution to maintain their trust?
8. **Managing High-Expectations Clients:**
You're working with a client known for their high standards and frequent complaints about minor issues. How would you approach the situation to provide quality service without overextending team resources?
9. **Responding to Positive Feedback:**
A client emails you, praising a specific team member for outstanding service. How would you acknowledge this feedback with both the client and the team member to reinforce a positive client relationship and team morale?
10. **Setting Realistic Expectations:**
A new client expresses that they expect the same level of detail as seen in deep cleans but for a standard cleaning price. How would you educate the client on service levels and pricing to set clear and realistic expectations?
11. **Negotiating Special Rates or Discounts:**
A loyal client requests a discount due to a personal situation that affects their budget. How would you handle this request fairly, balancing the client relationship with the business's needs?
12. **Handling Requests for Service Extensions:**
A client asks for additional cleaning time during an appointment, which would disrupt the day's schedule. How would you manage this situation to provide quality service without affecting other clients?
13. **Reinstating a Former Client:**
A former client is interested in re-establishing services but had previously stopped due to dissatisfaction. How would you approach this to understand their expectations, rebuild trust, and ensure a positive experience moving forward?
14. **Anticipating Client Needs:**
You have a long-term client who regularly expresses appreciation for attention to detail. How would you proactively identify and fulfill needs or preferences to continue impressing the client?
15. **Managing a Miscommunication:**
A client expected certain areas to be cleaned based on their interpretation of the service description, but these areas were not included in the standard scope. How would you clarify the misunderstanding and offer a solution that satisfies them?
16. **Managing Competing Priorities with Clients and Team:**
You're in the middle of a time-sensitive task when a high-priority client calls with an

urgent issue. How would you handle the situation to address the client's needs without neglecting your other responsibilities?

17. Resolving Payment Disputes:

A client believes they were overcharged for a cleaning and demands a refund. How would you address their concerns, clarify any confusion, and work toward a resolution that respects both the client and company policies?

18. Encouraging Client Feedback:

You're interested in getting more client feedback to improve service quality. How would you approach your client base to encourage honest and helpful feedback while maintaining positive relationships?

19. Navigating Sensitive Client Requests:

A client requests that team members avoid certain topics or behaviors while in their home due to personal beliefs. How would you address the request with your team to respect the client's wishes professionally?

20. Prioritizing Client Loyalty Over Quick Solutions:

A client has voiced a concern that could be quickly resolved with a small but unsustainable concession. How would you approach a solution that balances immediate satisfaction with a longer-term view of client loyalty?

Time Management and Flexibility

- 1. How do you prioritize tasks when your workload is high, especially with a mix of in-field and administrative duties?**
- 2. Are you comfortable with the ebb and flow of seasonal workloads, and how do you stay productive during downtime?**
- 3. Can you describe your ideal approach to balancing cleaning duties and administrative responsibilities within the same workday?**

Handling Unexpected Tasks:

You're halfway through a day packed with administrative tasks when a tech calls out sick, leaving a gap in the schedule that you need to cover. How would you reprioritize your day to ensure that client commitments and administrative responsibilities are still met?

Balancing Multiple Priorities:

Several responsibilities are pressing: a team meeting needs preparation, a client consultation is scheduled, and some urgent client communications require responses. How would you manage your time to address each responsibility without compromising quality?

Navigating High-Volume Work Periods:

During a particularly busy season, you notice your workload has doubled due to client demand and team management needs. How would you approach organizing and delegating tasks to ensure you remain effective without burnout?

Switching Between Field and Admin Work:

You have an on-site client visit scheduled, but an urgent administrative task arises that requires immediate attention. How would you handle balancing in-field responsibilities with office-related tasks that both demand your focus?

Handling a Delayed Start to Your Day:

You experience a delayed start to your workday due to unforeseen circumstances. With client communications, team coordination, and a late afternoon meeting still on your agenda, how would you reschedule your tasks to make sure essential responsibilities are completed?

Managing Multiple Client Requests:

Multiple clients contact you within the same day with urgent requests or questions, each expecting a prompt response. How would you prioritize responding to each client and ensure they all feel valued without overwhelming your own schedule?

Adjusting to Last-Minute Changes in Team Availability:

A team member notifies you last-minute that they're unable to make their scheduled appointment, creating a potential gap in client coverage. How would you address the team's availability changes while ensuring clients' expectations are managed?

Meeting Deadlines in an Unpredictable Environment:

You're working to meet an end-of-week deadline for updating training materials, but unexpected client and team needs keep arising. How would you manage your time to meet the deadline while being responsive to immediate issues?

Switching Gears for Special Projects:

Your team is preparing for a special cleaning event that requires extra planning and coordination. How would you reorganize your regular tasks to make time for this project without falling behind on daily responsibilities?

Prioritizing Long-Term Goals and Daily Tasks:

Your role includes ongoing client relations and long-term team development goals, but daily responsibilities often take precedence. How would you ensure you're making progress on both without neglecting either area?

Team Collaboration and Onboarding

- 1. How would you guide a new cleaning tech who struggles to meet quality standards?**
- 2. What steps would you take to onboard new techs, especially in establishing a culture of teamwork?**
- 3. How would you encourage communication between team members, especially when working remotely or on different schedules?**
- 4. If a team member finishes their tasks early, what would you advise them to do next?**

Introducing New Techs to the Team's Standards:

During an onboarding session, you notice a new tech is struggling with one of our core cleaning standards. How would you help them understand the importance of this standard and ensure they feel confident implementing it?

Encouraging a Team-Based Approach with New Hires:

A new team member is starting to isolate themselves and prefers working alone, but we emphasize teamwork and mutual support. How would you encourage them to embrace a more collaborative approach and integrate with the team?

Building Rapport with a New Hire:

You're onboarding a new hire who seems nervous and overwhelmed by the amount of information they need to learn. What steps would you take to make them feel comfortable and supported during their first few days?

Providing Constructive Feedback:

During their first month, a new tech makes a few minor mistakes, such as forgetting to check house notes or skipping quality checks. How would you address these issues while keeping their morale high?

Collaborating on Solutions for Team Challenges:

Your team is facing a recurring issue with time management at certain clients' homes, and new techs seem to struggle most with these. How would you collaborate with existing techs and new hires to address the root of this challenge and improve overall efficiency?

Creating a Smooth Transition for Team Dynamics:

A new tech with strong potential is joining a team with established dynamics. How would you ensure that the transition goes smoothly and the existing team remains welcoming and supportive?

Onboarding for Long-Term Success:

While training a new tech, you recognize that they're quick to pick up tasks but may need extra guidance on understanding the company culture and approach to client service. How would you structure their onboarding to balance skill-building with cultural immersion?

Fostering Open Communication:

You're leading an onboarding session and want to create an environment where new hires feel comfortable asking questions and seeking help. How would you encourage open communication and make sure they're comfortable speaking up?

Handling a Disagreement During Training:

While training a new hire, an existing team member offers a suggestion that contradicts your instructions, causing some confusion. How would you handle this situation to ensure clarity and maintain a positive learning environment?

Setting Expectations for Ongoing Support:

After the formal onboarding period ends, a new tech is likely to still have questions as they adjust to the role. How would you ensure they continue to receive support from both you and the team during their transition?

Technical and Organizational Skills

1. How familiar are you with tools like Google Calendar, Slack, and Excel or Google Sheets?
2. Can you explain a time when you improved or streamlined a workflow or process?

3. How do you maintain accurate records, especially in a fast-paced role with multiple responsibilities?

Role-Specific Scenarios

1. If two clients have overlapping needs and limited flexibility, how would you handle scheduling to meet both of their expectations?
2. How would you prepare for a client consultation, and what questions would you ask them to ensure their needs are met?
3. Imagine you arrive at a job site and notice a team member skipped a critical part of the cleaning. How would you address it?

Additional Role-Specific Scenarios

1. **Managing Client Expectations:**
A client requests additional tasks that weren't originally discussed during the consultation. How would you handle this to ensure client satisfaction while respecting the team's time and workload?
2. **Handling Quality Assurance Feedback:**
Imagine a client calls to report that they're dissatisfied with a recent cleaning, mentioning specific areas that were missed. How would you investigate and address the issue with both the team and the client?
3. **Emergency Absences:**
It's the morning of a busy day, and a team member calls out unexpectedly. What steps would you take to minimize disruption for the client and reassign duties if there are limited available staff?
4. **Onboarding New Techs in the Field:**
You're mentoring a new tech during their first week, and you notice they aren't following all the steps outlined in the SOP. How would you correct this behavior in a way that builds their confidence and understanding?
5. **Handling Sensitive Client Information:**
You're conducting a walkthrough at a client's home, and they mention a security concern that wasn't noted before (e.g., specific locking procedures or restricted areas). How would you ensure that this information is communicated and followed by the team?
6. **Meeting Seasonal Demands:**
During a seasonal rush, you're struggling to balance quality assurance, client consultations, and team management duties. How would you prioritize these tasks to meet client expectations and team needs?
7. **Encouraging Teamwork and Accountability:**
You notice a pattern where one team member consistently finishes their work early but doesn't help others who are behind. How would you address this to foster a more collaborative environment?
8. **Navigating Client-Requested Changes to Schedule:**
A client regularly requests changes to their scheduled cleaning times, causing

disruptions to the team's routine. How would you approach this with the client to create a more manageable, consistent schedule?

9. Guiding Team Through Constructive Feedback:

During a quality assurance check, you find that several team members are missing minor but noticeable details in their cleanings. How would you give them constructive feedback and motivate them to improve without affecting morale?

10. Balancing Field and Administrative Duties:

Midway through a fieldwork day, an important scheduling change arises that requires immediate action. How would you manage this situation, balancing your duties in the field with the pressing administrative task?

11. Building Trust with New Clients:

A new client is skeptical about your team's ability to meet their specific cleaning standards. What steps would you take to build trust and ensure they feel comfortable with the level of service your team provides?

These scenario questions can reveal our candidate's approach to problem-solving, adaptability, and leadership in the real-world situations they're likely to face in this role.