

Done Right Cleaning

Employee Role & Responsibilities

This guide outlines your role, responsibilities, and the tools you'll use every day. Inside, you'll find clear expectations, growth opportunities, and practical details to help you succeed in your position. Our goal is to give you everything you need to deliver excellent service, work confidently, and grow with our company.

Done Right Cleaning	0
About Us.....	2
What You Can Expect.....	2
General Job Description	3
Expectations of All Employees	3
Compensation, Bonuses & Raises	4
Tools & Technology	5
Jobber.....	5
Discord.....	6
Mileage & Expense Submissions.....	7
Support & Communication.....	8

About Us

Our company provides high-quality home services built on three pillars:

- **Professionalism:** showing up on time, prepared, and respectful of every client's home.
- **Excellence:** delivering top-notch results every time, no shortcuts.
- **Care:** treating clients, teammates, and company equipment with responsibility and respect.

Our mission is simple: **make every client's home shine, while building a culture of teamwork and growth.**

What You Can Expect

- Clear communication and training.
- Opportunities to learn new skills and grow in your role.
- Recognition for going above and beyond.
- A supportive team environment where your input matters.

We're glad you're here. Let's get to work and make a difference together!

General Job Description

Role Title

Professional Cleaning Agent

Overview

As a member of Done Right Cleaning, you'll deliver first-class customer service to homeowners by helping them live, work, and play in safer, cleaner environments. You'll contribute your skills, energy, and positive attitude to provide extraordinary results in an efficient manner, becoming an indispensable part of our team.

Key Responsibilities

- Work collaboratively with teammates to clean homes to Done Right Cleaning standards.
- Follow industry-leading training and adjust on the fly when needed.
- Ensure homes are safe, clean, and ready for client use.
- Represent Done Right Cleaning professionally with clients and the community.
- Provide insight and feedback to improve team performance and client satisfaction.
- Maintain professionalism, respect, and a positive "A+ attitude" on every job.

Expectations of All Employees

- **Punctuality & Attendance:** Arrive on time, ready to work, and communicate promptly if running late or unable to attend.
- **Professional Conduct:** Be courteous and respectful in client homes, treat property with care, and follow all policies.
- **Teamwork & Communication:** Collaborate with coworkers and communicate clearly via Jobber, Discord, or in person.
- **Dress Code:** Wear your Done Right Cleaning branded t-shirt and proper footwear. Shoe covers are available for indoor use.
- **Checklist Completion:** Employees are expected to remain on site until the **entire cleaning checklist** is completed, regardless of the scheduled time.

A Day in the Life at Done Right Cleaning

Your schedule is pre-set, so you'll always know your day ahead of time.

A typical workday looks like this:

- Open **Jobber** to find your schedule and client location
- Most days include **2–3 jobs**
 - Sometimes you'll work **solo** on regular cleans
 - Other times you'll be part of a **team** for deep cleans or move-in/out cleans
- Call your client if you'll be late, or for approval if you'd like to start early
- **Start timer** in Jobber when you arrive at each job (a new timer must be started for each job in the app)
- Open **Job Forms** to access checklists, and review **Job Instructions** for any additional notes
- Complete the cleaning checklist fully before leaving
- **Stop timer** in Jobber once the job is finished
- Take photos and upload them as needed
- Screenshot your driving routes for weekly mileage submissions
- Refill supplies and chemicals at the office as needed (employees have key access)
- Drop off dirty rags at the office Friday evenings, pick up clean ones Monday mornings

Compensation, Bonuses & Raises

Hourly Pay

- Starting wage: **\$20/hour**
- Pay can increase up to **\$24+/hour** based on:
 - 10/10 feedback forms
 - 5-star Google reviews mentioning your work
 - Positive client feedback
 - Coworker feedback
 - Reliability and attendance
 - Skill and efficiency
 - Professional conduct with coworkers and clients
 - Consistently going above and beyond

Payroll

- Employees are paid **biweekly via direct deposit every second Friday**.
- Payroll runs on a **one-week delay** (e.g., work completed Sept 22–Oct 5 is paid Oct 10).

Bonuses

- **Google Review Bonus:** When a client leaves a **5-star Google review mentioning your name**, you receive a **\$20 bonus per review** (no weekly limit).

Growth

- Raises are not automatic, they are **earned through consistent excellence**, reliability, and attitude. Employees who consistently perform at a high level can reach top pay faster.

Benefits

At Done Right Cleaning, we give back to our team:

- **Training:** Learn from experienced professionals in a supportive environment
- **Income:** Hourly pay + mileage reimbursement + tips + bonuses
- **Promotions:** Rapid advancement opportunities for top performers
- **Benefits Package:** Health, dental, vision, life insurance, RRSP match after 6 months of full time employment
- **Work/Life Balance:** No holidays or evenings required (weekends available if you want extra work)
- **Safety First:** Your wellbeing is always our #1 priority
- **Tips:** Generous clients often leave extra for a job well done

Growth Opportunities

We reward strong performance and provide clear paths for advancement:

- **Trainer:** Work with new hires and share your knowledge, setting the standard for Done Right Cleaning quality
- **Team Lead:** Manage crews on-site, oversee job quality, and communicate with clients and management
- **Priority Scheduling:** Top performers get first choice on schedules and shift opportunities

Performance is evaluated based on:

- Client and coworker feedback
- Reliability and attendance
- Quality and thoroughness of cleaning
- Professional conduct and teamwork
- Going above and beyond consistently

Tools & Technology

Jobber

Purpose

Jobber is where you'll find your schedule, client information, and job notes. It also tracks your work hours.

Expectations

- **Schedule:** Check Jobber frequently; jobs may be added with as little as 48 hours' notice.
- **Timesheets:** Always start/stop job timers. *Never* hit "Complete Job."
- **Client Info:** Each job file includes the client's address, phone number, and important notes.
- **Checklists:** Cleaning checklists are always located in the "**Job Forms**" section of the job. Review and complete them before leaving.
- **Additional Notes:** Any extra details or instructions from management or the client will be found under "**Job Instructions**" in the job. Always read these carefully before starting work.

Reminders

- Keep Jobber notifications **on**.
- Keep GPS **on** during work hours.

Discord

Purpose

Discord is our internal communication platform. It keeps the team connected for updates, scheduling, supply tracking, and recognition. Treat it as an extension of the workplace — professional, respectful, and reliable.

Expectations

- **#general:** Day-to-day team chat
- **#inventory-tracking:** Log supplies taken from the office
- **#cleaning-pictures:** Share before and after photos of your work
- **#news-and-updates:** Important announcements from management
- **#shift-offerings:** Offer or request coverage if you can't work a scheduled shift
- **#suggestions-for-management:** Provide feedback and ideas to improve operations
- **#google-review-wins:** Share when clients leave reviews mentioning team members
- **#time-off-requests:** Submit requests for time off (following the Time-Off Policy)
- **#gas-submissions:** Submit weekly mileage for compensation.

Reminders

- Keep Discord notifications on so you don't miss important updates
- Always use a professional, respectful tone
- Post in the correct channel to help management and teammates respond quickly

Mileage & Expense Submissions

Purpose

Mileage and parking expenses are reimbursed fairly when submitted correctly and on time.

Mileage Submissions

- Submitted via **Jotform** (link in Discord under **#gas-submissions**)
- Due every **Sunday before midnight** for the previous week
- Must include a **screenshot from your phone's map/navigation app** for each day worked
- Gas reimbursed for **all jobs completed**, not for route home
- Office trips not reimbursed unless picking up the **carpet cleaner**

Parking Submissions

- Receipts must be **texted immediately** to management
- If not submitted before the client is billed, reimbursement will be **denied**

Reminders

- Late or incomplete submissions will not be reimbursed
- Keep screenshots and receipts organized throughout the week
- Follow the Jotform format carefully to avoid delays

Support & Communication

Who to Contact

- If you are late, sick, or need help on the job:
 - **First Contact:** Jaydeen - 613-404-9147
 - **Second Contact:** Connor - 226-222-6259

Escalating Issues

- **Client complaints, broken equipment, or safety problems** must be reported immediately to management
- Use **direct phone/text** for urgent issues, not Discord

Reminders

- Always communicate issues as soon as possible so management can respond quickly
- Ask questions if you are unsure — it's always better to confirm than assume