



## **TWO BETTYS IS HIRING!**

### **Senior Support Manager**

**At Two Bettys we pursue environmental justice with true green cleaning materials and procedures. We advocate for economic justice by promoting a living wage and micro-entrepreneurship. We foster social justice by engaging in education of our staff and community. We clean house!**

Our HQ is located in the lovely Longfellow neighborhood in Minneapolis, where your opinions matter and a sense of humor is always welcome.

At Two Bettys, an elevated level of employee and client support is not just a goal, but part of our mission. And our mission is reflected in everything we do.

The HQ staff at Two Bettys serve, buoy, and assist our cleaners and employees so that they can be their best. Leaders at Two Bettys serve our staff, our clients and our community. The administrative environment is cooperative and dynamic.

Space is created to learn from experience while aiming at clear and specific goals. Problem solving through challenges is supported and encouraged. If this sounds like a mission and a space you could thrive in, we would like to hear from you.

#### **What are we looking for:**

**The Senior Support Manager is equal parts Servant Leader and Magnificent Manager. This position will be accountable for Two Bettys' team of Support Managers (Wonder Bettys) in addition to providing administrative support for tenured and cover cleaners. This position is**

**accountable for high quality cleaning and consistent, excellent client care. They are the liaison between field operations and HQ operations and are therefore an agent of positive change within the Cleaner support and Client Services departments of HQ. This is a salaried position with flexible PTO.**

***Client and Cleaner Whisperer*** – You are adept at handling nuanced interactions with clients and employees alike. You have great boundaries and seek to go the extra mile when it comes to customer service, and know how to model it for your team. You ensure that all parties' needs are considered and taken care of. You care and you are patient.

**Magnificent Managing:** you know it when you see it, you model it, you grow it in others. You can keep all the balls in the air, delegate and elevate, and grow your teams with steady coaching and effective feedback.

***Learning Leader*** – You are able to self motivate as well as motivate the team you are working with. This role requires you to adapt and excel in a growing environment. You work to grow and prosper alongside your team.

***Trust Builder*** – You know how to communicate consistently with honesty, authenticity and integrity. The thought of making strong first impressions and working toward long term team trust-building is the name of your game. . Working for clients that support our worker first environment warms your heart, and honoring the trust our clients have in us alive in your customer service. Your positivity is infectious.

***Operation Cooperation*** – We are a team, first and foremost. We believe in working together and having each other's back. You value your fellow worker and will work hard to make sure we are all moving forward, helping someone in need without question.

***Cool and Confident*** – You are able to represent yourself and the business you work for with grace and confidence. You are able to articulate our culture and our mission through phone and email interactions that allows all parties to feel comfortable and assured in the business.

***Eco n' Friendly*** - You believe in the environment and protecting it. You believe everyone should make a living wage and that your job is more than a place you show up to in order to get paid. You believe in being a positive force within your community. You treat all with respect and kindness.

### **Essential Functions:**

Senior Support Manager

- Manage and develop Two Bettys team of Support Managers (Wonder Bettys).
- Support your team's KPIs maintaining and improving quality, productivity and retention.
- Ensure top notch customer service and cleaner support through all support channels.
- Work with Support Managers to achieve cleaning excellence.

- Quality assurance in service completion and delivery, ensuring we truly have clients who shout how great we are.
- Facilitate bi-weekly Support Team meetings.
- Motivate and engage Cleaners and Support Managers.
- Uphold Two Bettys Core Values in connection with cleaners, clients and Support Managers.
- Facilitate a connective evolving workflow and communication between Support Managers, Cleaners, and HQ.
- Work closely with HR Senior Mgr./Dir. and Training Manager to accomplish new cleaner support, training and quality goals.
- Act as Project Manager for initiatives directly involving Support Managers and the support of cleaners.
- Onboard new Support Managers when needed.
- Connect and raise Two Bettys cleaners and Support Managers in connection to Social Enterprise.
- Help to plan and run bi-monthly cleaner meetings (Hive meetings).
- Manage the Support email inbox for cleaner support and inquiry.
- Secure coverage of the Support phone by self and/or other Support Team member.
- Serve as the lead for Cover Cleaners, accountable for their hours and organization.
- Work with Hiring and Recruiting Manager to recruit and hire Cover Cleaners.
- Work with HR Senior Mgr./Dir. to implement Performance Improvement Plans and terminations with Two Bettys core values as guide .
- Create a platform and opportunities for tenured cleaners to engage in TBs in new ways to advance TBs mission and vision.

Also:

- You know people and can anticipate client needs, and co worker needs before they even realize them.
- You like the idea of working alongside your team to drive results in daily operations, but also enjoy zooming out to help with administrative and planning tasks.
- You are comfortable using basic computer programs like Microsoft Office, Google Docs, Mail and Drive, and CRM experience a plus.
- You are organized and excited to create and recreate systems in order to maximize efficiencies and minimize redundancies.
- You enjoy juggling several tasks and rising to occasions.
- You are proactive and excited to identify and eliminate problems, knowing when to bring in leadership and when to propose your own solutions.

If you think this describes you, please submit a cover letter, resume and references with **SENIOR SUPPORT MANAGER** in the subject line to:

[applications@twobettysclean.com](mailto:applications@twobettysclean.com)

Position open until filled. We can't wait to hear from you!

*Two Bettys is an equal opportunity employer.*