

FAQ: A Quick Reference for Team Members

Team Member Handbook: Every team member is required to read and understand every page of the Team Member Handbook. This Frequently Asked Questions page does NOT take the place of the handbook.

Jobber: Software and **App downloaded** on everyone's phone to **keep time, team schedule, and task list**. Make sure you are assigned to the correct customer and schedule, so you can start your time. Also, used for reports, invoicing, and more.

Slack: Software and **App downloaded** on everyone's phone to **Communicate** about everything and to keep everyone on the same page. Every customer has their own channel for internal communication about that customer, training, supplies, filling in, and more. Only those assigned to clean or supervise/manage have access to that channel.

Communication: Most communication will occur in the **Customer's Channels in Slack**. The entire company can see all communication in "company," "supplies needed," "time adjustments," and "random." Be respectful, especially the company wide channels. Keep company channels positive. The starting setting for "Do Not Disturb" is set for 10pm-6am. **@channel** will send a notification to everyone in that channel. **@DanielClem** (or other team member) will send a notification to Daniel Clem (or another person). If posted in a channel that that said person is not in, they will not be notified, because they don't have access to see anything in that channel. Don't use the @name...unless someone you need to know something ASAP, or if they don't respond in appropriate time.

In Case of Emergency: If it's **Life Threatening**, call **911**, then post in Slack. (break in, suspicious vehicle/person outside, etc.). If it's **not life threatening**, **Post in Slack** in that **Customer Channel** or Direct Message or Call a supervisor or manager. (We trip the alarm, Water leak, Unable to work, etc.)

We Don't Miss: We do NOT ever miss a customer's scheduled clean.... ever. We just don't miss. This is an emergency. Post in Slack, call someone, then post again, so we can get it covered, because WE DON'T MISS. Even if you can't finish the job, let someone know. Wait for a response. Just because a post is made doesn't mean you're off the hook.

Absence or Tardy: You must notify the team in your **Slack customer channel**, make sure a supervisor is aware and a replacement is able to cover your shift. If no one responds, keep posting and call your supervisor or the office at 918-624-2100 (M-F 9am-5pm).

Time off Request: It's just that...a request. There's a better chance of it being granted beyond 2 weeks' notice, and we will need to get your shift covered. **Post in Slack** in the **Customer Channel**.

Job Questions: Before you post, **read the task list in Jobber**. If you still have questions, **post in Slack** on that **Customer Channel**.

Need Supplies/Equipment: **Post in Slack** for supplies in the "**Supplies Needed**" channel, or if it's equipment then post in the **Customer channel**. (Don't wait until the last roll of TP for us to order.)

General HR/Company Questions: Read the **Team Member Handbook**, again. Still confused, then ask your supervisor, call the office, or Direct Message in Slack.

Evaluations: We will routinely let you know how you're doing. Evaluations are generally given around the 3-month, 6-month and annual marks. **We don't give raises at an evaluation**. If you have concerns in between these times, please bring them to the attention of management.



Uniforms: All team members will start out with a small number of uniforms. More uniforms will be checked out during or after training as needed. All uniforms including t-shirts and hoodies must be returned after employment.

Clocking In/Out: In **Jobber**, go to the “**Schedule**” to “**Start Timer**” to start your time on the job. Don’t use the “Timesheet”, it doesn’t connect your time to the job. The timesheet will show you what your recorded time is.

Fix Your Time Sheet: If you forget to start your time, or have a question about your time, then **Post in Slack** in the “**Time Adjustment**” channel. We will mark with a Green check when it’s completed within a week. Go ahead and start timer, stop timer, and mark complete. Let us know, if you forget and clocked in/out at home or not onsite. This is considered theft of time. Time is money.

GPS Timesheet: We only pay for time worked onsite. Duh. If there’s more than 1 account that are done back to back time will be added to your check manual based on Google Maps. Drive Time will not be added to the check unless you always have your phone GPS location functioning while working to prove you’re onsite. If for some reason your phone is not functioning properly, contact management immediately.

Payroll: We pay every Friday for the previous week. Pay periods are Mon-Sun. The first pay period is paid with a physical check. The team member must come to the office or meet with their direct supervisor. The 2nd payroll will be direct deposit.

Final Check: All former team members must come to the office and sign for the check. The paper will state all hours have been paid and all property has been returned.

Quitting: We require a 2 week notice of resignation to show respect. If a No Call No Show (NCNS) occurs, the team member is considered to have voluntarily quit without notice. The last 2 weeks will be paid at minimum wage unless a team member gives a 2-week notice in writing. This can be paper, email, or Slack. It’s what we call respect, and it cover’s overtime for someone else.

Termination: We treat people with respect by letting someone know that if they are not doing a good job, we retrain and give warnings...enough to know that you’re not doing a good job. Then we will terminate if someone is not a good fit.

Returning items: Keys, Equipment, and all other property must be **returned immediately upon quitting or termination**. The police will be notified of the theft, if beyond 24 hours unless other arrangements with management have been made. All former team members must bring all keys, uniforms, cleaning supplies, and equipment in your possession back to the office or to a supervisor/manager in order to receive any further payroll checks.