



## **CREW SUPERVISOR**

### **About Cara Collective**

Cara Collective seeks to fuel a courageous national movement to eradicate relational and financial poverty. Through our four entities – Cara, Cleanslate, Cara Connects, and Cara Plus – we engage job seekers, employers, and other organizations across the country to break the cycle of poverty through the power and purpose of employment. At present, we produce 1,000 jobs each year; however, our results don't just end with employment. We also maintain market-competitive businesses that create gateway jobs for those we serve.

Today, we take the insights gained over the 30 years to not only serve a growing number of job seekers locally, but also to equip other organizations and employers nationally. Our hope is that as more job seekers get back to work, and more employers realize the value of this untapped workforce, we will not only shift the narrative of what talent looks like in our country, we will also ensure thousands more families realize the lasting power of hope, jobs, and opportunity.

Learn more at [www.caracollective.org](http://www.caracollective.org).

### **About Cleanslate**

As a social enterprise undertaken by Cara Collective, Cleanslate is a small but mighty cleaning machine, differentiated by its fast and friendly service and its deep commitment to the community. We provide what some might consider an ordinary service (litter abatement, landscaping, snow removal & power washing) in an extraordinary way, so that all Chicago neighborhoods – from Uptown to South Shore to many communities in between – can take pride in the safety, revitalization, and vibrancy that is created through clean streetscapes serviced by motivated and motivating people. We don't just get the job done, we do it in a way that makes you feel good too. This unique DNA is what truly sets it apart.

### **About the Role**

To provide operational supervision and/or assistance with specific responsibilities related to litter abatement, snow removal, and graffiti removal activities within our contracted business districts.

#### **Reports To**

Account Manager

#### **Direct Report(s)**

The Crew Supervisor provides supervision and mentorship to the Field Service Representatives on route.



## **Outcomes**

The overall goal of this position is to train, mentor, and evaluate crew workers (interns) within our field operations. This position is key in the success of our field presence and requires the member to have a keen eye for detail and quality control. Cleanslate is known for its commitment to job completion and has created brand recognition based on these outcomes.

## **Responsibilities of the Crew Supervisor:**

### **Operations (70%)**

- Provide overall supervision of Cleanslate's exterior maintenance service lines. (including power washing, graffiti removal, snow operation, landscape services, streetscape installation/maintenance, and special events)
- Provide high attention to quality outcomes when managing projects in the field.
- Provide hands approach when needed for various landscaping, pressure washing and snow plowing duties.
- Build and nurture relationships with customers and constituents.
- Ensure vehicle and equipment is well maintained and cleaned at all times.
- Ensure all safety protocols are being followed.
- Perform additional duties as deemed necessary and appropriate by Cleanslate Management.

### **Administrative (10%)**

- Assist with administrative tasks including schedules, evaluations, and reports.
- Ensure administrative responsibilities are completed accurately and on time.
- Assist in developing accurate bids for products and services along with Cleanslate's contract staff.
- Ensure all photos and/or written documentation is complete, accurate, and delivered on time.

### **Maintenance (10%)**

- Support with equipment maintenance.
- Work with Field Mechanic on various building projects and machinery repairs as requested.

### **Supervision and team leadership (10%)**

- Provide consistent and strong management presence to ensure a high level of quality control with assigned crew.
- Evaluate, mentor, supervise, coach, and support transitional workers as part of their learning experience.
- Input crew performance evaluations into database on a daily basis
- Oversee transitional worker customer service interactions.

## **Qualifications**

- Experience in the leadership of teams, with strong coaching skills



- Strong and innovative customer service skills
- Excellent work ethic and drive to succeed, with ability to excel in a fast-paced and high-pressure environment.
- Ability to solve practical problems and deal with a variety of unexpected obstacles independently.
- Must be able to lift heavy objects up to 50 lbs., repeatedly throughout a shift.
- Capable of working in all weather conditions.
- Basic understanding of commonly used equipment
- Must be flexible with schedule and able to work weekends.
- Must have a valid driver's license.
- Comfortable driving 1/2 ton crew cab pickup truck

### **Equal Opportunity Employer**

*Cara Collective and Cleanslate are committed to creating a diverse work environment and is proud to be an equal opportunity employer. Cara Collective does not discriminate on the basis of race, color, national origin, sex, gender identity, religion, sexual orientation, age, disability, parental status, veteran status, or any other protected status under applicable laws. We encourage individuals of all backgrounds to apply. If you are a qualified candidate with a disability, please email us at [kboelkens@carachicago.org](mailto:kboelkens@carachicago.org) if you require reasonable accommodation to complete this application.*