
JOB DESCRIPTION

Housekeeping Supervisor

Position title	Housekeeping Supervisor
Department	Operations, Housekeeping
Reports to	President
Direct reports	Cleaners and Lead Cleaners
Employment type	Full time, permanent. Day shift with on call rotation.
Location	Winnipeg, MB. Based at 174 Carlton St with daily travel to client sites.
Version	2.0
Last revised	August 2026

ABOUT FIRST CLASS PROPERTY SERVICES

First Class Property Services is a locally owned property maintenance company based in Winnipeg, Manitoba. We provide cleaning, snow removal, lawn care and maintenance, and hauling services to residential and commercial clients across the city.

Our values are simple: honesty, integrity, and First Class service on every job.

We are a small, tight knit team. Nobody here is just another cleaner or another number. As the business grows, so do the opportunities to take on more responsibility, learn new skills, and build a career. We provide the PPE, tools, and supplies needed to do the job right.

POSITION SUMMARY

The Housekeeping Supervisor runs the day to day delivery of our cleaning work. You own the schedule, the quality of the finished product, and the people doing the work. That means building crews, training them properly, inspecting sites, and stepping in when something goes wrong.

You are also the first point of contact for clients on service questions, and you help price new and additional work.

This is a hands on role. In a company our size, the supervisor is expected to work on site when coverage is short or a job has to be done right.

KEY RESPONSIBILITIES

Team Leadership and Staffing

- Recruit, interview, onboard, and train cleaners and Lead Cleaners.
- Build and maintain the crew schedule so every account is covered.
- Set clear expectations, give regular feedback, and coach performance issues early.
- Manage attendance, no shows, and coverage gaps, including working sites yourself when required.
- Document performance conversations and escalate discipline decisions to the President.

Quality Control

- Inspect completed work against the scope of work for each account on a set schedule.
- Document inspections with checklists and photos, and track deficiencies through to closure.
- Retrain or reassign staff where quality standards are not being met.
- Review client feedback and correct the root cause, not just the individual complaint.

Scheduling and Operations

- Plan daily and weekly routes to keep travel time and overtime under control.
- Assign deep cleans, post construction cleans, turnovers, and one time jobs.
- Coordinate with the Operations Coordinator on keys, codes, alarm access, and site information.
- Keep site documentation current, including scope of work, checklists, access details, and contacts.

Client Relations, Quoting and Growth

- Act as the first point of contact for client service questions and complaints.
- Complete site walkthroughs and provide quotes for additional and one time work.
- Identify services an existing account could use and pass the lead to the Sales Representative.
- Represent the company professionally on every site and in every client conversation.

Equipment, Supplies and Budget

- Manage inventory of cleaning supplies, chemicals, and consumables, and reorder before stock runs out.
- Keep equipment in working order and arrange repair or replacement as needed.
- Work within the housekeeping budget and control supply, fuel, and labour costs.
- Track equipment and supplies issued to staff and account for them.

Safety and Compliance

- Enforce safe work procedures, WHMIS requirements, and correct PPE use.
- Confirm staff are trained on chemicals and equipment before they use them.
- Report and document incidents, injuries, and near misses in line with Manitoba Workplace Safety and Health requirements.

Reporting and Administration

- Submit hours, schedules, and job completion records on time for payroll and invoicing.
- Prepare monthly reporting on labour, supply costs, quality results, and staffing.
- Flag accounts that are unprofitable, at risk, or growing so pricing can be reviewed.

QUALIFICATIONS AND REQUIREMENTS

Required

- Two or more years in a supervisory role in commercial cleaning, janitorial, housekeeping, or property services.
- Working knowledge of cleaning processes, chemicals, and equipment, and the ability to build a scope of work.
- Proven ability to lead, train, and hold a team accountable.
- Valid Manitoba Class 5 driver's licence and reliable vehicle.
- Comfortable with technology, including scheduling software, email, spreadsheets, and mobile apps.
- High school diploma or equivalent.
- Strong written and verbal communication.
- Available for on call coverage, including some evenings, weekends, and holidays.
- Willing to complete a criminal record check.

Considered an Asset

- Three or more years of supervisory experience.
- Experience quoting or estimating cleaning work.
- Experience hiring and managing independent contractors.
- WHMIS, first aid, or safety committee training.
- Experience with post construction cleaning or property turnovers.

WORKING CONDITIONS AND PHYSICAL REQUIREMENTS

- Split between site visits, client meetings, and administrative work.
- Travel to commercial and residential properties throughout Winnipeg daily.

- Ability to lift and carry up to 25 lbs and to perform cleaning duties when covering a site.
- Exposure to cleaning chemicals, dust, and active construction environments. PPE is provided.
- Some early morning, evening, and weekend work depending on client schedules.

HOW PERFORMANCE IS MEASURED

- Accounts retained, with client complaints acknowledged and resolved within one business day.
- Quality inspections completed on schedule and deficiencies closed out.
- All sites covered without service gaps. Overtime and travel time within budget.
- Supply, equipment, and fuel costs within budget.
- Staff turnover and new hire ramp up time trending down.
- Quotes for additional work returned within the agreed turnaround.

REPORTING STRUCTURE

- Reports directly to the President.
- Supervises cleaners and Lead Cleaners.
- Works closely with the Operations Coordinator and the Sales Representative.

HOW TO APPLY

Send your resume to info@firstclasspropertyservices.ca with the position title in the subject line. A short note on why the role fits you is welcome, but not required.

First Class Property Services is an equal opportunity employer and welcomes applications from all qualified individuals. Accommodations are available on request for candidates taking part in any stage of the selection process.

We thank all applicants for their interest. Only those selected for an interview will be contacted.