

DACUM Research Chart for Natural Green Cleaning Services Business Operations

Produced for



10 Duties

134 Tasks

Produced by



**THE OHIO STATE
UNIVERSITY**

CENTER ON EDUCATION AND
TRAINING FOR EMPLOYMENT

DACUM International Training Center—CETE
Columbus, Ohio

March 25 & 26, 2026

DACUM Panel

Shinae White, Chief Executive Officer
Natural Green Cleaning Services
Columbus, OH

Tynequain Hudson, Operations
Manager
Natural Green Cleaning Services
Columbus, OH

Ty Anthony Briggs, Cleaning
Technician
Natural Green Cleaning Services
Columbus, OH

DaTrey Long, Cleaning Technician
Natural Green Cleaning Services
Columbus, OH

DACUM Facilitators

Collin Brown
Maryanne Galindo
William Marchant
Jill Thornton
Tricia Hughes-Fitzgerald, OSU Team
Leader

DACUM Research Chart for Business Operations

DUTIES	TASKS			
A. Conduct Administrative Activities	A.1 Manage personnel time cards	A.2 Manage professional correspondence (e.g., email, phone, text)	A.3 Review KPIs	A.4 Update KPIs
	A.10 Manage RFPs	A.11 Manage capability statement	A.12 Manage office supplies	A.13 Manage company documents
B. Perform Marketing Campaigns	B.1 Identify commercial leads	B.2 Identify government leads	B.3 Identify commercial kitchen leads	B.4 Identify construction leads
	B.10 Secure government contracts	B.11 Secure commercial kitchen contracts	B.12 Secure construction contracts	
C. Manage Team Relationships	C.1 Provide team member incentives	C.2 Collect team feedback	C.3 Respond to team feedback	C.4 Provide team evaluations
D. Maintain Client Relationships	D.1 Identify client preferences	D.2 Manage client communication	D.3 Collect client feedback	D.4 Respond to client feedback
E. Maintain Safe Work Environment	E.1 Acquire PPE	E.2 Participate in safety drills (e.g., tornado, fire)	E.3 Maintain chemical identification	E.4 Perform safety audit
F. Maintain Production Equipment/Supplies	F.1 Inventory cleaning supplies	F.2 Order cleaning supplies	F.3 Label cleaning supplies	F.4 Restock cleaning supplies
	F.10 Troubleshoot site equipment	F.11 Repair site equipment	F.12 Replace site equipment	F.13 Sanitize site equipment
G. Perform Site Cleaning Duties	G.1 Follow site checklist	G.2 Strip site floors	G.3 Wax site floors	G.4 Vacuum site floors

March 25 & 26, 2026

A.5 Participate in volunteer activities	A.6 Support recruitment activities	A.7 Participate in all-hands meetings	A.8 Conduct hiring process	A.9 Conduct firing process
A.14 Manage vendor qualifications	A.15 Revise SOPs			
B.5 Identify contract decision-maker	B.6 Create brand messaging (e.g., logo, flyers, printables)	B.7 Manage online marketing	B.8 Formulate sales pitch	B.9 Secure commercial contracts
C.5 Conduct team meetings	C.6 Assign team to sites	C.7 Implement team reporting structure	C.8 Schedule team events	
D.5 Manage site inspections	D.6 Provide reliable services	D.7 Coordinate client engagement		
E.5 Report safety concerns	E.6 Resolve safety concerns	E.7 Participate in construction site safety orientation		
F.5 Refill cleaning containers	F.6 Label site equipment	F.7 Load vehicle with cleaning supplies	F.8 Distribute cleaning supplies	F.9 Maintain site equipment
F.14 Maintain business vehicle	F.15 Troubleshoot business vehicle	F.16 Repair business vehicle	F.17 Replace business vehicle	F.18 Fuel company equipment
G.5 Sweep site floors	G.6 Perform carpet cleaning	G.7 Clean site windows	G.8 Clean site window sills	G.9 Provide bulk cleaning

DACUM Research Chart for Business Operations

DUTIES	TASKS			
	G.10 Dust mop site floors	G.11 Mop site floors	G.12 Perform construction cleaning	G.13 Perform government cleaning
	G.19 Perform high dusting	G.20 Perform low dusting	G.21 Clean site toilets	G.22 Clean site urinals
	G.28 Perform ground cleaning	G.29 Perform trash pickup	G.30 Perform trash removal	G.31 Clean site appliances
H. Conduct Quality Control Inspections	H.1 Conduct site visits	H.2 Monitor site checklists	H.3 Conduct weekly client check-ins	H.4 Generate client reports
I. Participate in Professional Development Activities	I.1 Participate in onboarding activities	I.2 Participate in internal training (e.g., coaching, mentoring)	I.3 Maintain professional certifications*	I.4 Maintain lead abatement certification
	I.10 Conduct professional development plan	I.11 Participate in professional development plan	I.12 Promote team advancement	
J. Manage Business Financials	J.1 Manage business payroll	J.2 Manage business cashflow (e.g., accounts payable, accounts receivable)	J.3 Generate Pos	J.4 Generate client invoices
	J.10 Invest in business development (e.g., certifications)	J.11 Perform bank transfers	J.12 Manage business contracts (e.g., vendors, contractors)	J.13 Coordinate with CPA

March 25 & 26, 2026

G.14 Perform commercial kitchen cleaning	G.15 Perform commercial cleaning	G.16 Perform grout cleaning	G.17 Scrub site floors	G.18 Wipe down site counters and tables
G.23 Clean site sinks	G.24 Clean site showers	G.25 Clean site mirrors	G.26 Clean site cabinets (e.g., inside, outside)	G.27 Perform power washing
G.32 Perform debris removal	G.33 Perform lead abatement	G.34 Perform certification cleaning		
H.5 Generate quality control reports	H.6 Maintain quality control protocols	H.7 Manage SOP process		
I.5 Maintain Green Seal certification	I.6 Participate in external training (e.g., vendor, third party)	I.7 Participate in networking events	I.8 Conduct performance reviews	I.9 Participate in performance reviews
J.5 Contract business CPA	J.6 Contract business accountant	J.7 Retain business attorney	J.8 Apply for business grant	J.9 Invest in team development
J.14 Coordinate with accountant				

General Knowledge

Basic math
Basic reading
Carpet cleaning techniques
Carpet types
Chemical knowledge
Chemical mixing
Commercial kitchen certification cleaning
Cost awareness
Floor types
Industry standards
Marketing
Material types
Multicolor scrub types
Natural Green Cleaning service standards
OSHA
Safety compliance
Scrubbing techniques
Stripping techniques
Waxing techniques

Skills

Cleaning experience
Communication
Computer
Decision-making
Driving
Endurance
Equipment experience
Grant writing
Multi-tasking
Networking
People management
Problem-solving
Repair equipment
Sales experience
Time management
Training people
Troubleshooting equipment

Acronyms

AI Artificial Intelligence
CPA Certified Public Accountant
HDQ Hospital Disinfectant Quaternary
KPI Key Performance Indicator
OSHA Occupational Safety and Health Administration
PO Purchase Order
PPE Personal Protective Equipment
RFP Request for Proposal
SBS Side-by-Side
SOP Standard Operating Procedure

Future Trends and Concerns

AI
Automation
Certification
Competition
Competitive pay
Content creation (e.g., storyboarding, training, recording)
Finding workers
Management during growth
New software
Price increases
Recruiting talent
Regulatory charges
Sales agent
Supply chain

Tools, Equipment, Supplies and Materials

Air compressor
Air freshener
All-purpose cleaner
Bleach
Blower
Broom
Caddy
Carpet cleaning machine
Carpet solution
Cart
Cell phone
Claw
Cleaning eraser
Contractor trash bag
Degreaser
Dolly
Dust mop
Dust pan
Dust suppression powder
Duster
Email
Extension cord
Extension duster
Floor cleaner
Glass cleaner
Gondola
Grill brush
Grout cleaner
Grout scrub brush sticks
Hair net
HDQ cleaner
Isopropyl alcohol
Keys, fobs
Ladder
Laptop/computer
Lead abatement tools

Tools, Equipment, Supplies and Materials (cont.)

Leaf blower
Mop
Multi-color pads for SBS scrubber
Office supplies
Oven cleaner
Payroll software
Plunger
Power washer
PPE
Printer
Proxy
Push broom
Rag
Rake
Red pads
Restroom cleaner
Scissor lift
Shoe covering
Shovel
Site checklists
Soap-filled steel wool pad
Squeegee
Stainless steel cleaner
Step stool
Toilet brush
Toilet snake
Trash bag
Trash can
Vacuum
Vacuum bag
Van
Vinegar
Wall mop
Wax mop
Website host
White sponges
Widgets

Behaviors

Analytical
Assertive
Consistent
Creative
Dependable
Detail-oriented
Go-getter
Initiative
Innovative
Leadership
Multi-tasker
Outgoing
Positive attitude
Process-oriented
Professionalism
Quality-oriented
Respectable
Safety-oriented
Self-motivated
Self-starter
Sense of urgency
Team play
Transparent
Trustworthy
Willingness to learn

***Certifications**

Airport Concession Disadvantaged Business Enterprise (ACDBE)
Building Service Contractors Association International (BSCAI)
City of Columbus Minority Business Enterprise (MBE)
City of Columbus Women Business Enterprise (WBE)
Columbus City Schools Lead Certification
Diverse Business Enterprise (DBE)
Encouraging Diversity, Growth and Equity (EDGE)
Green Seal
Lead Abatement
Minority Business Enterprise Program (MBE)
National Minority Supplier Development Council (NMSDC)
Small Business Association (SBA)
Women-Owned Small Business (WOSB)
Women's Business Enterprise (WBE)
Women's Business Enterprise National Council (WBENC)



DACUM subject matter experts pictured from left to right: DaTrey Long, Shinae White, Tynequain Hudson, and Ty Anthony Briggs.

