



Hallmark

HOUSEKEEPING SERVICES INC.

Canada's premium service provider. Leading the industry in sustainable and innovative solutions.

JOB POSTING

Date: March 26th, 2024

Location: Vancouver

Position: Resident Manager

Start Date: ASAP

Corporate Overview:

Hallmark Housekeeping Services Inc. is Canada's premium commercial janitorial partner, and an industry leader in sustainable and innovative solutions. Our focus is to serve our customers by providing consistent and superior service in an economical, safe, and environmentally responsible manner. Since our inception in 1977, we have remained focused on being an employer of choice, by fostering an engaging organizational culture, and prioritizing the well-being of all members of our team.

Position Summary:

Hallmark is seeking a Resident Manager to lead our janitorial operations at a prestigious commercial office building in downtown Vancouver. The Resident Manager will work closely with our Western Canada Operations Team and will report directly to the Regional Director. The responsibilities of this position include:

- ✱ Overseeing the completion of all janitorial work in accordance with contract specifications
- ✱ Organizing, delegating, and supervising day-to-day work assignments and projects
- ✱ Collaborating with Supervisors to ensure completion of all assigned work
- ✱ Liaising with property management and building tenants, and ensuring all work orders and customer requests are completed in a timely manner
- ✱ Performing regular quality assurance and health & safety inspections
- ✱ Conducting staff meetings addressing various topics such as health & safety, ongoing projects, and upcoming events
- ✱ Completing various administrative tasks including payroll and billing
- ✱ Adhering to budgets provided by the Operations Manager
- ✱ Ordering supplies and managing inventory levels
- ✱ Managing equipment inventory and ensuring preventative maintenance programs are being followed
- ✱ Providing training and orientation to all new employees, and ongoing training to staff

Qualifications:

In addition to having considerable experience working in the janitorial or facilities services industry, the ideal candidate should possess the below qualifications and skills:

- ✱ 5+ years experience managing a large team of frontline staff
- ✱ Proven leadership skills with the ability to motivate and empower a team
- ✱ Thorough knowledge and understanding of cleaning procedures, techniques, products, and equipment
- ✱ Excellent communication skills, both written and verbal
- ✱ Passion for providing exceptional customer service
- ✱ Ability to work efficiently and manage a large workload in a fast-paced environment
- ✱ Strong computer and technical skills, with proficiency in MS Office (PowerPoint, Excel, Word, Outlook)
- ✱ Ability to speak fluently in English – bilingual or multilingual an asset

If you are interested, please submit your resume to careers@hallmarkhousekeeping.com by April 15, 2024.

Hallmark Housekeeping Services Inc. is an equal opportunity employer, and does not discriminate against any applicant on the basis of race, ethnicity, age, gender, sex, disability, religion, or any other protected ground under the Human Rights Code. Should any applicant require accommodations during the course of the recruitment process, all efforts will be made to provide such accommodations.