



Canada's premium janitorial partner. Leading the industry in sustainable and innovative solutions.

JOB POSTING

Date: November 6th, 2024

Location: Calgary and Area

Position: Operations Manager

Start Date: January 2nd, 2025

Salary Range: \$80,000 - \$90,000

Other Compensation: Vehicle or Allowance, Fuel Card, Benefits, Pension, Expense Account (Company AMEX)

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 a 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:

The Operations Manager will be responsible for managing the janitorial operations for a portfolio of contract locations, ensuring that the highest level of service is provided to our customers. They will report directly to the Director of Operations.

This role will include a significant amount of responsibility and autonomy, so it is important that the successful candidate be a self-starter, enjoy a dynamic workload, and be able to work effectively both independently and within a team environment.

The ideal candidate will also be enthusiastic, possess a positive attitude, be highly motivated to learn, and be a team player. They will take accountability for their work, show meticulous attention to detail, and be passionate about their role within the organization.

The responsibilities of this position include but are not limited to:

-  Managing the cleaning operations for a portfolio of contract locations, ensuring a high level of quality at all sites
-  Liaising with property management and building tenants to ensure their needs are being met
-  Preparing and following operating budgets for each job location
-  Controlling all invoicing via our proprietary application including regular monthly billing and additional services
-  Ensuring that Site Supervisors and Managers are complying with all company and building policies and procedures
-  Attending performance meetings and other scheduled joint review meetings with customers
-  Troubleshooting challenging situations and finding effective and lasting solutions
-  Performing scheduled cleaning inspections at contract locations as required
-  Ensuring that all service contracts are being adhered to, and that Key Performance Indicators are being met
-  Responding to and assisting in any emergency situations


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.



Qualifications:

- At least 5+ years management experience, preferably in the cleaning, facilities or service industry
- Proven leadership skills with the ability to motivate and empower people
- Advanced interpersonal skills, and passion for providing exceptional customer service
- Exemplary business writing skills
- Detail oriented, with an internal desire to do things properly and thoroughly
- Ability to work efficiently and manage a large workload in a demanding and fast-paced environment
- Knowledge and understanding of cleaning procedures, techniques, products and equipment
- Ability to speak fluently in English – bilingual or multilingual is a plus
- Strong computer and technical skills, with proficiency in MS Office (PowerPoint, Excel, Word, Outlook) and Adobe

Flex Work:

 Due to the nature of this position, working from home will be limited, however permitted where possible.

If you are interested, please submit your resume to careers@hallmarkhousekeeping.com by December 6th, 2024.