



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

## **JOB POSTING**

**Date:** May 5<sup>th</sup>, 2025

**Location:** Greater Vancouver Area

**Position:** Operations Assistant

**Start Date:** June 2025

**Other Compensation:** Vehicle or Vehicle Allowance, Fuel Card, Benefits, Pension.

### **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 Assistant is responsible for managing janitorial operations across a portfolio of contract locations, ensuring the highest level of service is consistently delivered to our customers. Reporting directly to the Operations Manager or Regional Director, this role demands strong organizational skills, a customer-focused mindset, and the ability to adapt in a dynamic environment. While the position is primarily scheduled for afternoon and evening hours, flexibility is required, as daytime or weekend may occasionally be necessary to meet operational needs.

The successful candidate will possess strong time management and problem-solving skills, demonstrate sound judgment, and be comfortable working both independently and collaboratively. They must be able to manage competing priorities, communicate effectively with diverse teams, and remain adaptable in a fast-paced environment.

The ideal candidate is enthusiastic, self-motivated, and detail oriented. They take pride in their work, maintain a positive attitude, and are eager to learn and grow within the organization. A strong sense of accountability, a collaborative spirit, and a passion for delivering high-quality service are key to thriving in this role.

### **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
-  Following operating budgets for each job location
-  Ensuring that Site Supervisors and staff 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



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**Qualifications:**

- At least 5+ years 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
- 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
- Experience working in both union and non-union environments
- 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](mailto:careers@hallmarkhousekeeping.com) May 26<sup>th</sup>, 2025

*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.*



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