



Hallmark
HOUSEKEEPING SERVICES INC.

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

JOB POSTING

Date: January 26th, 2026

Location: Greater Toronto Area

Position: Operations Assistant – Janitorial Services

Start Date: ASAP (Vacant Position)

Compensation: Competitive Monetary Package (\$55,000 - \$58,000)

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. Hallmark does not use artificial intelligence to screen, assess or select applicants.

Position Summary:

Hallmark is seeking an Operations Assistant with direct experience in commercial janitorial services to support and manage a multi-site portfolio of office and commercial buildings, including unionized and non-unionized environments, across the Greater Toronto Area.

This is a hands-on operational role where the successful candidate will require practical experience overseeing day-to-day office cleaning operations, periodic and seasonal services, unionized labour environments, staffing coordination, inspections, payroll, and client-facing service delivery. The Operations Assistant will report directly to the Operations Manager. The responsibilities of this position include:

Position Summary:

- Supporting the management of commercial janitorial operations across a multi-site portfolio, ensuring a high level of quality
- Overseeing daily office cleaning services in commercial buildings, ensuring that Site Supervisors and Staff Members are complying with all company and building policies and procedures
- Following operating budgets
- Coordinating and scheduling periodic and seasonal services (e.g., floor care programs, stripping and waxing, carpet cleaning, deep cleaning)
- Conducting routine and ad-hoc site inspections to ensure contractual compliance, service quality, and KPI performance
- Attending performance meetings and other scheduled joint review meetings with customers
- Supporting and supervising unionized cleaning teams, ensuring adherence to collective agreements
- Assisting with labour coordination, scheduling, bi-weekly payroll inputs, and timekeeping accuracy
- Coordinating janitorial supplies, inventory control, and invoicing
- Liaising with property management teams and building tenants regarding service delivery, escalations, and special requests
- Troubleshooting operational and staffing challenges and implementing effective, sustainable solutions
- Supporting emergency response and service recovery as required

Qualifications:

- Minimum 3 years of supervisory experience within the commercial janitorial or building services industry (mandatory)
- Proven experience working in unionized environments, including familiarity with collective agreements, scheduling rules, and labour compliance
- Demonstrated experience managing day-to-day office cleaning operations in commercial buildings
- Experience supporting multi-site portfolios and front-line cleaning teams
- Working knowledge of periodic and seasonal janitorial services, including floor care and deep cleaning programs
- Strong understanding of health & safety practices specific to commercial cleaning operations
- Must be flexible with work hours and available for weekends and holidays if needed
- Must be fluent in English and have excellent communication skills, both written and verbal (bilingual and multilingual is a plus)
- Demonstrated interpersonal skills
- Strong computer and technical skills, with proficiency in MS Office (PowerPoint, Excel, Word, Outlook) and Adobe
- Strong organizational, leadership, and problem-solving skills with a client-service mindset

If you are interested, please submit your resume to careers@hallmarkhousekeeping.com by February 28th, 2026.

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.