



Job Title – PM-Account Operations Manager

Job Summary

Under the general direction of the President / Owner, the primary responsibilities of the Whitlock Building Services PM Operations Manager is to provide comprehensive management and over site for all day to day activities as it relates to operations, business development, administration and customer service.

This position plays a key role in coordinating communication and ensuring satisfaction between WBS leadership, client and WBS personnel.

REPORTS TO: President / Owner

Responsibilities and Duties

- Interface with client management and WBS staff to coordinate and execute contractual obligations and other projects as assigned for the Commercial and Construction Cleaning business
- Work with WBS leadership to address P&L issues as identified.
- Responsible for operational activity: planning, directing, organizing and controlling all phases of operations
- Monitor to ensure quality control expectations are met
- Manage to WBS and Customers Key Performance Indicators(KPI's)
- Manage expenditures such as labor, supplies, equipment etc. to budget
- Manage schedules to ensure contract compliance
- Review independent contractor/ employee performance and be able to execute constructive disciplinary process.
- Complete all quality control programs in accordance with company guidelines
- Understand the strategy, vision and expansion model of the organization including a basic understanding of Whitlock Building Services business; be aware of and help to enforce organizational policies and best practices procedures.
- Consistently support the general direction, initiatives and specific final decisions of the WBS Leadership team in all aspects of the business; use influence sensitively to garner cooperation of cross-functional teams.

Qualifications and Skills

- Minimum of Five (5) years of management experience warehouse janitorial operation /janitorial industry technical skills a plus Fast Food/ Restaurant/
- Total knowledge of general facility cleaning (Carpet cleaning; stripping and waxing; buffing and burnishing; scrubbing and re-coating; carpet spotting and window washing)
- Total knowledge of commercial and residential post- construction cleaning to include supervision of outsourced vendors (window , carpet, strip and wax , Tile and grout)



- Demonstrated skill and proficiency with commercial cleaning equipment and consumable supplies
- Total knowledge of identifying surfaces and make recommendations for proper cleaning procedures.
- Customer services principles and practices.
- Proficient at Microsoft office excel, forecasting and profitability analysis
- Ability to exhibit desirable and appropriate behavior including integrity, industriousness, sense of urgency and confidentiality and independent judgment to provide for a cohesive working environment dedicated to achieving the organization's goals.
- Ability to meet the physical and cognitive requirements of the essential job functions.

Desired Competencies and Qualifications (experiences, training, etc. is a plus but not required)

- Excellent conceptual thinking skills and the ability to identify and analyze complex and sensitive issues, problems and conflicts and to use independent judgment to make decisions, and to recommend and/or implement solutions.
- Ability to work effectively and respectfully with staff, managers, executives and others with a variety of working styles to achieve accountability and results using authority and influence sensitively to garner cooperation and maintain service excellence.
- Bi-lingual (Spanish)
- Prior experience in airport, healthcare and institutional janitorial maintenance.

Other

RELATIONSHIPS:

Supervision Exercised: Yes

Internal Contacts: Frequent direct contact with WBS Management Team and all Whitlock Building Services company employees, vendors and independent contractors.

External Contacts: Frequent direct contact with clients, professional resources, contracting entities, vendors, suppliers, referral sources, regulatory bodies and government entities and the general community.

POSITION SPECIFICATIONS:

Working Conditions: Normal office cleaning conditions, post –construction cleaning with frequent local cleaning route travel and/or professional meetings.

Hours of Work: As needed with extra time as needed to support the mission, activities and expansion of the organization.

Job Types: Full-time, Contract

Pay: \$40,000 - \$45,000 per year