

Position Title: Service Manager

King Kleen Corporation
Kingston, ON

Employment Type: Part Time, On Call, Emergency Support

Estimated Salary: Will be commensurate with qualifications and prior experience

About Us

Our mission is to thoroughly train, equip and support our partners to deliver a consistent standard of cleaning excellence and bring life to people as we shine!

As a privately owned company, we're able to work fast and respond to our customers' needs. The King Kleen program focuses on providing world-class cleaning and disinfection services to customers by certified professionals. Once cleaning and disinfection has been completed, customers review the work done to ensure a high level of excellence was achieved.

About the Role:

As a Cleaning Manager, you will be responsible for helping maintain the general operation and efficiency of ongoing projects, which could include multiple work sites. Responsibilities include managing staff on site, assisting with scheduling, responding to voicemails, texts, and emails. You will be the main point of contact for all job sites which will require you to be on call with protected time off. During off-peak times, the role will become a hybrid position to assist with other specialty services. You will be required to organize and keep track of project progress, assist with invoicing, submit reports, and attend meetings with office staff.

In your supporting role, you will be responsible for a wide array of duties;

Primary Role & Responsibilities (During Peak Times)

- Supervising, managing, and working on-site with Cleaning Partners
- Auditing and inspecting work before signing off on completion
- Coordinating with all team members to make sure that all projects are on track with requirements, schedules, and deadlines
- Follow-up and communicate with King Kleen leadership and Office Staff where needed
- Provide or assist with disciplinary actions if necessary
- Managing Customer satisfaction during the project

- Preparing status reports by gathering, analyzing, and summarizing all relevant information (with support from office staff)
- Be main point of contact with site supervisors and project managers (Customers) including responding to texts, phone calls
- Identifying and developing new opportunities with Customers
- Facilitating all work change requests to ensure that all parties are informed of the impacts on schedule and budget
- Obtaining Customer signed approval of project changes
- Meet with project team members to identify and resolve issues
- Continue to stay up to date on new training for procedures

Secondary Roles and Responsibilities (During Off-Peak Times)

- Assist with preparation of specialty services (Scheduling, meeting with Customers, phone calls, walk-throughs)
- Manage and complete Specialty Services such as; Window Washing, Deep Kleen, Electrostatic Disinfection, and Strip & Wax (on and off site)
- Company vehicle provided for special projects/jobs
- Organization of all documents in preparation for billing and internal meetings
- Assist Sales with prospective projects
- Standard Cleaning Partner role and responsibilities apply to this position

Schedule

- Flexibility to work shorter/longer shifts based on work demand
- On-Call Manager with agreed protected days off (Days, Evenings, Overnights, Weekends)
- Potential to drive to multiple locations in a day

Requirements

- Must have valid driver's license and reliable personal vehicle
- Personal cell phone with data (for use of scheduling app)
- Ability to lead project teams of various sizes through to completion
- Ability to organize multiple projects and teams
- Experience overseeing a construction project (or similar)
- Budget management experience
- Computer skills, including Outlook, Google Drive, Zoom
- Ability to multitask in high pressure situations
- Ability to work with and meet deadlines
- Ability to work independently and as part of a team

- Ability to maintain professionalism and communicate effectively
- Takes personal responsibility to achieve outcomes and identify/resolve issues

Experience/Education

- 2+ years experience in professional cleaning
- 1+ years experience on a construction site (or similar setting)

Attributes

- Strong work ethic and excellent customer relations skills
- Positive attitude
- Creative problem solving
- Growth mindset
- Detail-oriented approach to ensuring the accuracy of information
- Self-motivated
- Disciplined and goal oriented
- Strong organization skills

Security and Safety

- Criminal Record Check (to be provided after hire)

Other qualified training to be required or provided such as;

WIMIS

WSA

First Aid & CPR

Basics of Supervising Training (IHSA)

King Kleen systems and Progress Tracking Training

Please submit your resume and cover letter to admin@kingkleen.com. We thank all applicants for applying, however only those selected for an interview will be contacted.