

JOB DESCRIPTION

POSITION TITLE:	Operations/Service Manager
REPORTING TO:	President
FLSA STATUS:	Full-time, exempt
EFFECTIVE DATE:	March 2022

The Firm Facility Services is a nationally recognized Facility Management company seeking an Operations/Service Manager to join our growing team.

Position Overview:

The Operations/Service Manager is the direct manager of all Account Managers. This role oversees, manages, hires, provides feedback, supervises, develops, and leads the operations team. The manager also oversees multiple clients and projects simultaneously. This role also works closely with the President on general company operational tasks such operational efficiency, hiring, project set up, vendor partnerships and tradeshow attendance.

The Operations/Service Manager has the authority to act on behalf of FFS on a day-to-day basis at the work site and supervise all contract employees, expenditures, and special projects. The Operations/Service Manager shall provide supervision and administrative leadership for facilities and programs during all hours of operation and oversee daily operations management of multiple spaces to ensure a safe and functional environment in order to contribute to the missions of the agencies that occupy the facilities.

Essential Duties:

- Directly manage all Account Managers by setting expectations, delivering feedback and managing performance
- Participate in the hiring process of new Account Managers
- Manage day-to-day operations of facilities under contract
- Manage preventative and reactive maintenance programs for all facilities
- Assist in developing project scopes and objectives
- Assist with managing various client accounts and projects simultaneously
- Sourcing and managing contract partners
- Scheduling, budget tracking, invoicing preparation, and vendor management
- Communicate with clients regarding the status of each project and any issues that may arise; ensure prompt follow up to client concerns within 24 hours
- Maintain accurate project documents which includes project tasks, resources, and budget reports
- Schedule field service technicians
- Identify and sell enhancements, and contract change-orders
- Plan, schedule and maintain tight project deadlines

Requirements:

- At least 3 years of project coordinating or administrative/account management experience
- Experience managing others
- Experience in the Construction and Facility industry ideal
- Superior critical thinking & problem-solving skills
- Must be highly motivated and have a strong work ethic
- Highly proficient in Microsoft Excel & Word
- Associate degree (minimum)
- Comfortable speaking on telephone to introduce the company/services, involvement in sales and/or recruiting
- Strong written, oral and interpersonal communication skills
- Professional demeanor and appearance
- Ability to multi-task effectively
- Highly organized, Punctual, Resourceful, Attention to detail, Quick learner
- Graceful under pressure, adaptive to changing environments
- Ability to problem solve

We are an equal opportunity employer and make hiring decisions based on merit. Recruitment, hiring, training, and job assignments are made without regard to race, color, national origin, age, ancestry, religion, sex, sexual orientation, gender identity, gender expression, marital status, disability, or any other protected classification. We consider all qualified applicants, including those with criminal histories, in a manner consistent with state and local laws.