



Service Management Systems

Job Description

Summary: Manages, supervises and coordinates activities of workers engaged in cleaning and maintaining premises of Class A Office buildings with the following duties.

Essential Duties and Responsibilities include the following: Other duties may be assigned.

- Manages relationship with customer -- responding to requests, anticipating needs, and recommending additional services when appropriate.
- Assigns tasks to workers, and inspects completed work for conformance to standards.
- Issues supplies and equipment.
- Resolves workers' problems or refers matters to corporate Human Resources Department.
- Records employees' hours worked on time cards or through e-Time.
- Submits requests for repair of cleaning equipment to Divisional Vice President/Manager.
- Requisitions cleaning supplies and equipment through on-line purchasing system.
- Performs duties of workers supervised, including but not limited to operating basic cleaning machine, propane buffers, low speed buffers, auto scrubbers, various lifts, pressure washer, and business machines.

Supervisory Responsibilities: Manages subordinate managers or supervisors who supervise employees. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is frequently exposed to toxic or caustic chemicals and vibration. The employee is occasionally exposed to work in high, precarious places. The noise level in the work environment is sometimes loud.

Physical Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly required to stand; walk; use hands to finger, handle, or feel; reach with hands and arms and talk or hear. The employee is frequently required to stoop, kneel, crouch, or crawl. The employee is occasionally required to sit and climb or balance. The employee must frequently lift and/or move more than 100 pounds. Specific vision abilities required by



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this job include Close vision, Distance vision, Peripheral vision, Depth perception and Ability to adjust focus.

We are proud to offer the following benefits:

- **Insurance:** Medical with available FSA and/or HSA, Dental, Vision, Short-Term and Long-Term Disability, Life, and Accidental Death and Dismemberment, Critical Illness, and Accident.
- **Paid time off:** Vacation, sick time and/or PTO (*Only where required by local requirements and contract agreements*), Paid Leave (*only where required by law*), Holidays (*salaried positions only*), Bereavement Leave, Jury Duty Leave.
- **Bonuses:** Employee Recognition Awards, Employee Referral Bonus Program (*hourly employees only*), Bonus Program (*designated management and executive level positions only*).
- **Other:** 401K Retirement Savings Plan, Vehicle Allowance (*DM positions and above only*).

Requirements

Qualifications: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education/Experience: High school diploma or general education degree (GED); or one to three years related experience and/or training; or equivalent combination of education and experience. Candidates must have at minimum one (1) year of Class A office building management in relations to custodial and floor work.

Language Ability: Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence.

Math Ability: Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.

Reasoning Ability: Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Computer Skills: Intermediate computer skills required. Knowledge of Microsoft Office software; Excel, Word, Outlook. Certificates and Licenses: No certifications needed.

Location(s)

925 Battery Ave Ste 1110, Atlanta, Georgia 30339

Salary Range

\$90K