

## Join Our 'Ohana at IFSH: Janitorial Account Manager

Integrated Facility Services Hawaii (IFSH) is listed as one of Hawaii's Best Workplaces and Hawaii's Fastest Growing Companies for 2023. We are the facility management industry leaders in janitorial, landscaping, maintenance, and site management services. We offer competitive wages and benefits package, management and technical training, and opportunities for advancement and growth.

Our Janitorial Account Managers are smart, savvy team leaders with a passion for customer service and enhancing the overall experience for tenants and customers. Our Janitorial Account Managers possess exceptional communication skills, embrace challenges, while overseeing the day-to-day management and property operations, including financial performance, client satisfaction, and team performance.

Salary: \$55,000-\$60,000 year

Job Type: Full-time

Shift and schedule: Monday to Friday, Weekends as needed, On-call

### **Benefits:**

- Competitive salary based on experience
- Health, dental, and vision insurance
- Paid time off
- Paid holidays (including birthday holiday)
- 401k Retirement Fund with Company Contribution
- Free cancer insurance
- Employee referral program
- Opportunities for professional development
- A supportive and collaborative work environment

### **Duties and Responsibilities:**

- Quality Control: Tour properties daily for inspection. Check the daily and periodical cleaning tasks are fully completed and done to the IFSH standard.
- Bid Preparation: Participate in all bid walk-throughs and assist in the bid preparation.
- Training: Responsible for training all new hires. Conduct monthly safety training and on-the-job training.
- Staffing: Make sure proper and adequate staffing levels are maintained.

- Budgets: Create and update budgets. Monitor expenses and verify they are within budget.
- Safety: Oversee and ensure that company policy is followed by all IFSH personnel. Conduct frequent site safety inspections. Ensure that company policy and all safety requirements are administered properly. Ensure both you and your subordinates investigate immediately (24 hours) and thoroughly all work-related accidents.
- Operations: Ensure company standards are met in compliance with janitorial operations and servicing contractual obligations to customers within specified budget of labor and expense. Work with IFSH management to develop and implement action plans to correct safety, productivity, and quality issues.
- Job Start-ups: Responsible for the start-up of new accounts by providing direction and guidance of the training of job site personnel, development of work schedules, and identification of work methods.
- Supervision: Conduct regular performance appraisals of IFSH personnel. Carry out disciplinary action as needed. Understand and use proper personnel management skills to resolve problems with employee and supervisory personnel. Directly supervise employees of assigned accounts.
- Policy: Responsible for adhering to and enforcing established company policy and making sure assigned subordinates do likewise.
- Insurance: Responsible for reporting of accidents involving personnel, vehicles, public liability, property damage and fidelity claims. Operations manager assists in reviewing workers compensation claims relevant to area of responsibility to ensure proper handling.
- Correspondence: Keep the Director of Operations advised of problems and be punctual in returning all correspondence and messages.
- Additional duties include: Approve payroll and invoices, review financial reports, provide coverage for staff during vacation and sick leave.

**Minimum Requirements:**

- Legally authorized to work in the United States
- Minimum age 18, with at least a high school diploma or equivalent
- Ability to complete pre-employment drug test and if hired, random drug testing
- Ability to pass criminal background check
- Flexible and adapt well to change
- Team Player

**Preferred Qualifications:**

- Supervisory experience
- Prior experience in janitorial and maintenance services
- Strong organizational and communication skills.
- Ability to work independently and prioritize tasks effectively

- Ability to multi-task
- Excellent problem-solving and customer service skills
- Basic proficiency in computer applications
- General knowledge of cleaning and/or building maintenance (plumbing, HVAC, electrical), housekeeping, admin, and security

*Candidates without experience will be considered if they have a strong willingness to learn and a variety of other skills or personality traits that fit the position requirements.*

Integrated Facility Services Hawaii is an EO employer – Minorities/Females/Veterans/Disabled and other protected categories.

Please visit our website [www.ifshi.com](http://www.ifshi.com) to learn more about us, our culture and the full list of career opportunities! Feel free to call us at (808) 892-9297 or email [admin@ifshi.com](mailto:admin@ifshi.com) for any questions.