

Job Description: Office Manager and Scheduler

Position: Office Manager and Scheduler

Company: Optimize Cleaning Services, LLC

Job Summary:

As the Office Manager and Scheduler at Optimize Cleaning Services, LLC, you will play a crucial role in ensuring the smooth operation of our office and efficient scheduling of cleaning services. You will be responsible for managing administrative tasks, coordinating schedules, and providing exceptional customer service to clients. This position requires strong organizational skills, attention to detail, and the ability to multitask effectively.

Responsibilities:

1. Office Management:

- Oversee day-to-day office operations, including managing supplies, equipment, and maintenance.
- Maintain organized and efficient filing systems for documents, contracts, and client records.
- Answer phone calls, respond to emails, and handle inquiries from clients, employees, and vendors.
- Coordinate with external service providers, such as IT support or maintenance personnel, as needed.
- Assist with payroll processing, invoicing, and other financial administrative tasks.
- Prepare reports, presentations, and other documents as required.

2. Scheduling and Coordination:

- Manage the scheduling of cleaning services for clients, ensuring optimal utilization of resources.
- Coordinate with clients to schedule appointments, confirm details, and address any scheduling conflicts or changes.
- Assign cleaning personnel to specific jobs based on availability, skills, and client requirements.
- Communicate schedules and job details to cleaning staff, ensuring they have the necessary information and resources.
- Monitor and track job progress, ensuring timely completion and customer satisfaction.
- Handle rescheduling or cancellations, and adjust schedules accordingly.

3. Customer Service:

- Provide exceptional customer service to clients, addressing inquiries, concerns, and requests promptly and professionally.
- Maintain positive relationships with clients, ensuring their satisfaction with our services.
- Handle customer complaints or issues, working to resolve them in a timely and satisfactory manner.
- Follow up with clients to gather feedback and identify areas for improvement.

4. Team Support:

- Collaborate with the cleaning team to ensure smooth communication and coordination.
- Assist with recruitment and onboarding of new cleaning staff, including conducting interviews and completing necessary paperwork.
- Provide administrative support to the management team as needed.
- Assist with training and development initiatives for cleaning staff.

Qualifications:

- Previous experience in office management, scheduling, or a related administrative role is preferred.
- Strong organizational skills and the ability to prioritize tasks effectively.
- Excellent communication skills, both written and verbal.
- Proficiency in using office software, such as Microsoft Office Suite or similar programs.
- Attention to detail and the ability to maintain accurate records.
- Ability to multitask and work in a fast-paced environment.
- Strong problem-solving skills and the ability to handle challenging situations.
- Customer service-oriented mindset with a focus on client satisfaction.
- Knowledge of the cleaning industry or related field is a plus.

Note: This job description is intended to provide a general overview of the responsibilities and qualifications for the Office Manager and Scheduler position at Optimize Cleaning Services, LLC. Duties and requirements may be subject to change based on the specific needs of the company.

If you are interested in this position, please submit your application and resume to angie@optimizecleaning.com . We appreciate your interest in joining our team!