



Operations Account Manager

Commercial Cleaning & Facility Services

Surety Cleaning is seeking a strong, hands-on **Operations Account Manager** to lead the day-to-day delivery of commercial cleaning services across a large, complex, public-facing facility environment.

This is a hands-on leadership role for an experienced operations professional who thrives in dynamic environments, excels at team leadership, and understands how to balance service quality, safety, and client satisfaction. You will be the primary on-site leader, accountable for operational and financial performance, staff oversight, quality assurance, and client communication.

If you thrive in fast-moving environments, take pride in operational excellence, and believe that leadership means being visible, accountable, and supportive, this role was built for you.

What You'll Be Responsible For:

Operational Leadership

- Lead all daily cleaning operations including day porter services, event cleaning and nightly base cleaning services.
- Develop and manage schedules, task lists, and quality programs aligned with operating hours, seasonal demands, and peak traffic periods.
- Ensure proper staffing levels, shift coverage, and supervision at all times.
- Maintain a visible on-site presence to monitor performance, respond to service needs, and uphold Surety's service standards.

Client Relationship Management

- Act as the primary point of contact for the client and site leadership.
- Participate in regular operational meetings to review performance, resolve issues, and identify improvement opportunities.
- Deliver clear, timely reporting including inspections, service logs, and incident summaries.

Health, Safety & Environmental Leadership

- Ensure compliance with all occupational health & safety legislation, site-specific safety protocols, and environmental policies.
- Oversee proper use of cleaning chemicals, equipment, and PPE.
- Champion sustainable and responsible cleaning practices aligned with Surety's environmental commitments.

Team Leadership & Development

- Recruit, onboard, train, and supervise on-site team members across multiple shifts.
- Conduct performance evaluations, coaching, and corrective action where required.
- Build a culture rooted in professionalism, respect, accountability, and teamwork.

Events & Special Projects

- Plan and coordinate cleaning and porter support for special events and high-demand periods.
- Adjust staffing and resources to meet changing operational requirements.



Quality Assurance & Continuous Improvement

- Conduct routine inspections and performance audits to ensure standards are consistently met.
- Proactively address deficiencies and implement corrective actions.
- Identify and recommend process, technology, or efficiency improvements.

Administrative & Cost Oversight

- Manage labour scheduling, supplies, and equipment in a cost-effective and accountable manner.
- Ensure accurate documentation and reporting aligned with contract expectations and KPIs.

What We're Looking For

- Minimum **5 years of progressive management experience** in commercial or institutional cleaning operations.
- Proven ability to lead **multi-shift teams** in complex, high-traffic facilities.
- Strong communication, organizational, and relationship-management skills.
- Solid understanding of **OHS legislation, WHMIS, and environmental cleaning standards**.
- Experience with sustainable and green cleaning practices.
- Proficiency with Microsoft Office and operational reporting tools.

What Success Looks Like in This Role

- Consistent, visible on-site leadership during operating hours and major events.
- High service standards delivered reliably across all shifts and service lines.
- Strong client confidence built through communication, responsiveness, and results.
- A well-trained, engaged team operating safely and professionally.
- Proactive problem-solving and continuous improvement mindset.

Why Work With Surety Cleaning

At Surety Cleaning, we believe great service starts with **great people**.

We are a proudly Alberta-based company built on trust, accountability, and long-term relationships. We don't chase volume for the sake of growth. We focus on doing things **the right way**, with the right people, for the right clients.

When you work with Surety, you can expect:

- **People-first leadership** that values respect, fairness, and open communication
- **Strong operational support** and clear expectations—no chaos, no guesswork
- A company that invests in **training, safety, and quality systems**, not shortcuts
- Leadership that believes in **being present**, not managing from behind a desk
- The opportunity to take ownership of your site and make a real, visible impact

If you're looking for a role where your experience is trusted, your leadership matters, and your work is respected, you'll feel at home at Surety Cleaning.

Surety Cleaning is an equal opportunity employer.