

Job description:

Key Responsibilities

- Supervise and manage day-to-day housekeeping and soft service operations.
- Ensure 100% manpower availability in each shift with proper reliever/replacement arrangements.
- Handle staff-related matters including grievances, complaints, uniforms, and welfare.
- Act as the key coordinator between site staff, management, and clients.
- Submit attendance, invoices, and site reports on time.
- Share attendance reports, client feedback reports, and training reports duly signed by clients.
- Train new joiners and ensure training compliance with employee undertakings.
- Evaluate staff performance and gather client feedback to ensure service quality.
- Liaise with local authorities and government bodies when required.

Key Skills & Competencies

- Strong team management and leadership skills.
- Good communication and client-handling abilities.
- Problem-solving approach with focus on service delivery.
- Knowledge of housekeeping and facility management operations.
- Proficiency in MS Office and report management.

Qualifications & Experience

- 12th/Graduate/ Diploma
- Minimum 2–4 years of experience in facility/housekeeping operations or client-site management.

Compensation:

Salary Range: ₹1.8 LPA – ₹2.4 LPA