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## General Manager – Restoration Services (Austin, TX)

### Description

**ARE YOU AN EXPERIENCED DISASTER RESTORATION GENERAL MANAGER?**

**ARE YOU SERIOUS ABOUT ADVANCING YOUR CAREER AND DESIRE TO WORK FOR A PROGRESSIVE, EXPANDING AND FINANCIALLY SOLID COMPANY IN A RECESSION-PROOF INDUSTRY?... If so, then PLEASE READ ON AND RESPOND RIGHT AWAY!**

### GENERAL MANAGER – DRY CLEANING RESTORATION SERVICES

Our client is a \$50MM+ (and growing), strong and very successful **Dry Cleaning Restoration** firm is in need of your solid restoration industry knowledge to oversee company operations in the Region of Central Texas. This is an Immediate Hire!

As the General Manager, you will be In charge of all in CTEX, including, but not limited to:

### Marketing and Relationship Management – CTEX Restoration

Manage sales and marketing representative(s) in CTEX;

- Daily schedules
- Mid-day check-in
- End of day reports
- Service and maintain existing relationships with restoration companies;
- Visit/attend meetings with sales/marketing representatives to familiarize yourself with our customer base in an effort to expand our markets.
- Utilize existing Cookie Book as a starting point for Ctex service routes;
- Cookie Book is to be followed as part of the daily scheduling routine;
- Changes/additions to information contained in the Cookie Book (the Cookie Book is a live document that continuously updates with new information) are to be entered into Textile Solutions software on a daily basis; Establish new relationships in the restoration industry;
- Expand our brand and customer base by building relationships with companies we are not currently working with;
- Present on-site for all restoration jobs;
- You will be present on all jobs to walk the loss and provide a scope of work;
- You will be responsible for getting all required documentation signed before work/packout begins, i.e., Work Authorization; Customer issue resolution;
- Responsible for handling all customer issues that arise in Ctex;

**Responsible for vehicle maintenance and upkeep;**

### Hiring organization

Titan Executive Search

### Employment Type

Full Time

### Duration of employment

Permanent

### Industry

Restoration, Dry Cleaning

### Job Location

Austin, TX, USA

### Base Salary

\$ 65000 - \$ 85000

### Date posted

November 16, 2019

- Maintain health of company vehicles by performing daily inspections;
- Check oil levels daily;
- Check coolant levels;
- Check tires;
- Have any issues repaired immediately;
- Train team to inspect vehicles front to back and report any issues;
- Establish a policy/process for vehicle maintenance and accountability;

### **Austin Hotel Operations**

Manage hotel employee(s) in Austin, Texas;

- At the present time we have one driver doing all tasks
- Picking up orders each morning
- Assembly and bagging of each order daily;
- Verification of piece count on each order;
- Entering all orders into our POS software – SPOT;
- Printing out tickets and hanging to get ready for assembly;
- Printing out manifests which are delivered each day along with a copy of each guest ticket to the hotel for proper accounting and guest charging;
- Delivery of all orders each day to all hotels;
- Answer all daily emails/calls – throughout the day we receive messages via email and telephone from the Austin hotel properties with inquiries ranging from billing/invoicing to lost articles, to needing a copy of a manifest, copy of a guest ticket, verification of pricing, verification of piece count, etc. Your responsibility is to answer all emails/calls relating to the Austin Hotel properties;
- Hotels reach out by email to us; You will be responsible for watching all emails coming in and answering those which relate to the Ctex/Austin Hotel properties;
- Hotels reach out by telephone calls to us; The Austin Hotel properties will be given your telephone number to call 24/7, 365 for any issues, express services, etc. that they may have;
- Hotels reach out to by text; The Austin Hotel properties will have your telephone number and be able to text you as well. This happens most with express service requests.

Service and maintain relationships with Austin, Texas Hotel properties;

- Visit at least once a month to all properties to inquire about our services, how we are doing and what we can do better;
- Expand portfolio of hotels in Austin, Texas in designated areas;
- You will be provided with a list of target hotel properties in Austin

### **Compensation:**

- \$70k – \$85k base salary + Bonuses
- \$500.00 per month or use of a Company Provided Vehicle
- Company Benefits including Health, Dental Retirement, Life & More