

Market Manager – Facilities Services

Description

Market Manager – Facilities Services

Position Highlights:

Reports To: Executive Director

Location: Columbus, OH

Compensation: \$60,000 – \$70,000 + Bonus/Incentives

Comp Add-ons: Company Vehicle

Company Benefits: YES

Lead Sales. Lead Operations. Build Relationships. Grow a Market.

Our client, a nationally recognized commercial cleaning and facility services organization, is seeking a Market Manager to lead and grow its Columbus, Ohio market.

Recognized as one of the industry's leading commercial cleaning organizations, our client supports businesses across the United States through a proven service model and an extensive network of locally owned franchise partners. As the company continues to expand, they are investing in experienced field leaders who can strengthen client relationships, support franchise owners, improve operational performance, and drive sustainable market growth.

This is not a traditional office management position. It's an opportunity to take ownership of an established and growing market while working closely with regional leadership to build long-term success.

If you're energized by autonomy, accountability, relationship management, operational leadership, and business growth, we'd like to speak with you.

Position Overview

As the **Market Manager**, you will serve as the primary leader for the Columbus market, balancing operational excellence with client satisfaction and business development. You'll spend the majority of your time in the field building relationships, supporting franchise owners, solving operational challenges, and identifying opportunities for continued growth.

You'll work closely with an experienced regional leadership team while enjoying the autonomy to make a meaningful impact within your market.

Primary Responsibilities

Client Success & Operations

- Build and maintain strong relationships with commercial clients.
- Conduct scheduled client visits, inspections, and quality assurance reviews.
- Resolve service issues promptly while ensuring complete customer

Hiring organization

Titan Executive Search

Employment Type

Full-time

Industry

Facilities Services

Job Location

Columbus, OH, United States

Base Salary

\$ 60000 - \$ 70000

Date posted

July 29, 2026

satisfaction.

- Drive client retention through consistent communication and proactive service.
- Coordinate new account launches and support successful service transitions.
- Coach and support local franchise owners to ensure operational excellence.
- Maintain accurate inspection reports, client documentation, and market activity.
- Provide regular market updates and performance reporting to regional leadership.

Market Growth

In addition to operational leadership, you'll play an important role in expanding the Columbus market by:

- Identifying opportunities to grow existing client relationships.
- Generating referrals through satisfied customers and local partnerships.
- Building relationships with property managers, facility managers, and local business leaders.
- Participating in networking and community events.
- Conducting customer walkthroughs and assisting with solution development.
- Supporting proposal development and helping convert new business opportunities.
- Driving growth in recurring commercial accounts throughout the market.
- Bilingual in English and Spanish

What This Position Is NOT

This position is intentionally designed to focus on leadership, client relationships, and market growth — not administrative work.

You will **not** be responsible for:

- Payroll
- Billing
- Collections
- General office administration
- Heavy proposal administration
- High-volume cold calling

An established regional support team manages much of the administrative infrastructure, allowing you to focus on clients, franchise owner support, operational excellence, and market expansion.

What We're Looking For

We're seeking someone who naturally takes ownership and enjoys building relationships while holding people accountable.

The ideal candidate is:

- Highly organized and self-motivated
- Comfortable working independently
- An excellent communicator
- Strong at developing long-term business relationships

- Confident handling difficult conversations and resolving challenges
- Commercially minded with sound business judgment
- Customer-focused with a commitment to service excellence
- Driven by measurable results and continuous improvement

Leadership experience in a field-based environment is more important than direct commercial cleaning experience.

Preferred Background

Candidates with experience in any of the following industries are encouraged to apply:

- Commercial cleaning
- Facility services
- Property management
- Landscaping
- Pest control
- Restoration services
- HVAC
- Security services
- Route-based service businesses
- Hospitality operations
- Multi-location retail operations
- Account management with significant field responsibility

Compensation & Benefits

- \$60,000 – \$70,000 + Bonus/Incentives
- Company vehicle
- Company Benefits Package
- Comprehensive support from an experienced regional leadership team
- Opportunity for long-term career growth within an established national organization

Why Consider This Opportunity?

This is an opportunity to **own a market—not simply manage a territory.**

You'll have the autonomy to make decisions, strengthen client relationships, support local franchise owners, and contribute directly to the growth of an established national organization.

If you're looking for a role that combines Sales, Operations, Leadership, Client Management, and Business Development into one highly visible position, we'd like to hear from you.