



<https://titanexecutivesearch.com/job/service-operations-manager/>

## Service Operations Manager / Brand Manager

### Description

#### Exciting Opportunity!

#### Service Operations Manager

Salary: \$60,000 – \$70,000

Location: San Antonio, TX

### Role Overview

Top Commercial Cleaning Franchise is seeking a Service Operations Manager (also referred to as Brand Manager) to serve as a key operational and customer-facing leader supporting franchise owners and clients across the San Antonio market.

This role is ideal for a bilingual (English/Spanish) professional who enjoys working in the field, managing relationships, resolving issues, and helping ensure consistent service quality. The Brand Manager acts as a critical liaison between franchise owners, customers, and the regional office, with a strong focus on onboarding, retention, and day-to-day operational support.

*If you feel you are the right person for this critical role then we want to hear from you today!*

### Key Responsibilities

- Conduct franchise onboarding, orientations, and ongoing support for new and existing franchise owners
- Perform walkthroughs for new account starts, transfers, and inspections (English and Spanish speaking franchisees)
- Serve as a primary point of contact for franchise owners and customers regarding service issues, work orders, and special requests
- Receive, track, and resolve work orders and service concerns in a timely and professional manner
- Match franchise owners with appropriate customer accounts based on service needs and capabilities
- Negotiate pricing adjustments and coordinate special services as needed
- Perform monthly client inspections and document findings
- Maintain accurate records and enter inspection and service data into company systems
- Prepare and submit daily and periodic reports to the Regional Director
- Support customer retention efforts with the goal of maintaining a low monthly cancellation rate

### What Success Looks Like in This Role

- Franchise owners feel supported, informed, and well-prepared

### Hiring organization

Titan Executive Search

### Employment Type

Full-time

### Industry

Commercial Cleaning Services

### Job Location

San Antonio, TX, USA

### Base Salary

\$ 60000 - \$ 70000

### Date posted

February 6, 2026

- Customers experience consistent service and timely issue resolution
- Service issues are addressed calmly, professionally, and efficiently
- Communication between the field and regional leadership is clear and reliable
- Operational details are handled with accuracy and follow-through
- The Brand Manager operates independently while knowing when to escalate issues appropriately

### **Required Qualifications**

- Fluent bilingual English / Spanish (spoken and reading required)
- Experience in customer-facing operations, account management, field services, or franchise support
- Strong customer service and conflict-resolution skills
- Ability to manage multiple priorities independently in a fast-paced environment
- Professional judgment, emotional maturity, and discretion
- Comfortable working both in the field and in administrative systems
- Valid driver's license, reliable transportation, and acceptable driving record

### **Preferred Qualifications**

- Experience working with franchises, service-based businesses, or distributed teams
- Background in operations, inspections, customer success, or account coordination
- Experience negotiating pricing or coordinating special services
- Familiarity with CRM, work order, or scheduling systems

### **Work Environment & Physical Requirements**

- Regular field work, including site visits and inspections
- Frequent standing and walking; occasional sitting, stooping, kneeling, or crouching
- Ability to lift up to 10 pounds frequently and up to 25 pounds occasionally
- Regular exposure to outdoor weather conditions
- Moderate noise environment

### **Why This Role Matters**

This position plays a vital role in maintaining service quality, supporting franchise owners, and protecting the brand in the San Antonio market. The right person will bring steadiness, clarity, and professionalism to a dynamic environment where relationships and follow-through matter.