



**Are you a customer centric agent with proven track record of leading and delivering 1<sup>st</sup> class customer service initiatives? Come join our team as a Director of Client Services**

**\*Competitive salary starting at \$90,000/year with bonus potential\***

**\*FREE health benefits for you and your dependents\***

**\*Employer-funded retirement\***

**Service Linen Supply**, an industry leader in linen supply and rental for over 70 years is seeking a Director of Client Services to oversee our Service department which has multiple offices throughout Washington and Oregon. As an integral part of the leadership team, you will play a key role in forming strategies and goals to ensure company's success and financial growth.

With a team of Regional Service Managers, Key Account Managers, and Client Support Representatives as your direct reports, you will be responsible for the retention of more than 3,000 clients as well as growing existing business through the implementation of various customer service programs and initiatives. You will be working closely with Sales team to ensure smooth transition of new accounts to route assignment and account management. Collaborating with Production leadership, you will champion initiatives to promote quality and accuracy in product deliveries across all routes. Other responsibilities include:

- Conducting regular visits to Major Accounts and negotiating service agreements as needed
- Hiring, training and coaching of your direct and indirect team members
- Developing and monitoring performance plans to focus on key result areas
- Managing, maintaining and optimizing route delivery system
- Managing Fleet Safety Program

To be successful in this role, you must meet the following requirements:

- Four year degree in related field or equivalent training and work experience in hospitality
- At least 5 years of managing similar operations and customer service programs and teams
- Strong analytical, reporting, and computer skills, specifically Excel and AS 400
- Excellent negotiation, presentation, and problem resolution skills
- Must have demonstrated coaching and mentoring experience

Service Linen Supply prides itself in employing bright and hard working individuals. We foster a collaborative work environment. We are seeking talent with winning attitude to join our team. Candidates can expect competitive pay with comprehensive health benefits (medical, dental, vision) for you and your dependents. We also offer paid time off with generous retirement plan, currently Employer funded at 9% of your salary.

If you are looking for an opportunity to make a difference with your leadership abilities, look no further! We will provide the tools and resources to ensure your success! Please apply directly at our career center.