

## Uniform Services Manager

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Company: European Association of Zoos and Aquaria

Location: dubai

Category: other-general

Posting Date 02/23/2024, 01:53 PM Job Schedule Full time Job Description In this position you will ensure the highest standard of service excellence within the Uniform Services division and throughout all facilities that are managed by the HR Operations Department. The objective is a Uniform Services Operation that positively impacts the experience of our Colleagues, thus the Company Core Process and Image. The position must provide a high level of integrity related to Finance, HR & HSE policies and utilize its ability to manage people accordingly. Job Scope: The position is responsible in four disciplines or core areas: Product Management of Uniforms (inbound), Inventory Management of Uniforms (planning), Operations Management of Uniforms & Laundry (service delivery), Waste Management or mitigation (outbound). As Operational Manager this position is responsible for the Uniform Services Operation at one or several locations which includes leadership of a laundry team and management of related task completion. The position ensures the appropriate utilization of OS&E to minimize damage / waste / expenditures. The position represents the division during internal / external audits for the assigned areas. Further responsibilities may include project work incl. OS& E and FFE planning and the monitoring of related expenditures against departmental targets. LEADERSHIP To promote and foster a positive working culture among Colleagues and Laundry Team by engaging in a fair and consistent manner. To shadow the day-to-day operations alongside the laundry team / service provider staff to set a positive example. To conduct regular team briefings. To motivate the laundry team and colleagues through recognition and rewards programs, where available. To oversee the professional development plans and training nominations of direct reports. To provide related

performance feedback. To identify training needs. To implement training tools, where possible. To recommend on external training programs, where required.

#### PEOPLE MANAGEMENT

To conduct Colleagues' and Contractor's Induction / Orientation training. This includes relevant tools and documents as well as applicable processes & systems. To monitor training completion by New-Joiners and/ or Service Provider staff within the division and to ensure appropriate record keeping and division compliance of any training audit results. To ensure applicable policies, procedures and performance standards are being implemented and followed throughout the division. To compile task schedules for the area of responsibility and monitor completion. To provide regular performance feedback. To conduct performance appraisals for direct reports. To manage the duty schedule of the allocated team(s). To ensure leave plans support operational requirements. To oversee daily attendance and adherence to grooming standards within the division. To mitigate between colleagues or escalate, when required. To address performance or behaviors issues within the team. To initiate coaching / disciplinary measures to direct reports, if necessary.

#### SERVICE DELIVERY

To ensure Operational Readiness: A safe operation (colleague safety, building safety). An opening time as per agreed schedule. Task completion (performance) as per project / operational schedule. To actively seek efficiencies and improvement to allow for operational growth or expansion. To review guest or colleague satisfaction surveys related to the division or feedback respective HRBP. To manage and follow up on concerns / complaints / suggestions in a timely manner. To identify negative trends, to share observations and suggestions for service improvement. To proactively communicate and engage with the business through the available channels.

#### OPERATIONS MANAGEMENT

To ensure site induction and completion of safety training by new Colleagues, new Service Provider / Contractor staff per facility. To address potential unsafe behavior and/or near misses on the spot. To address health or safety hazards or potential risks to HSE (safety log). To ensure physical and digital processes incl. safety measures are clear across the team. To arrange re-training where required. To ensure Standard Operating Procedures are implemented, maintained, available and practiced at all work locations: Distribution Counter & Storage (attended and automated), Tailor Room, Laundry Work Room, Inventory Storage Room, Chemical Store. If required, to review and update related documentation or draft new, where necessary. To ensure technical issues with digital workflows (MS Office 365 / Automation) or with the Laundry Distribution System Applications (i.e., B2K) are being resolved with the Digital Team or respective Service Provider. To ensure maintenance issues with the Automated Uniform Distribution Systems (conveyor structure)

or other Laundry Equipment are being addressed to the Service Provider swiftly. The Permission To Work processes with the Facilities Team must be followed. To respond to HSE inquiries on priority: To represent the division while attending HSE related trainings. To assume HSE related responsibilities within the work location. To participate in or lead the site inspection / audit of the external Laundry Service Provider. To monitor Service Provider monthly task completion through Logbook / Checklists and against agreed KPI measures (scorecard). To review Service Provider monthly invoice against volume tracker and rate agreement. To administer purchase requisitions for goods (OS&E and FFE) or services (i.e., maintenance) and to follow through with Procurement. To provide required data for annual department budget (OPEX/ CAPEX) and to ensure that actual expenses are managed as per approved budget.

**PRODUCT MANAGEMENT** To assist ensuring the company receives the optimal product-service from vendors by drafting or implementing Product Scope of Work. To assist in determining Quality and Grade Standards to allow for Quality Assurance and Worker Welfare. To assist in Product Meetings and Product Sign-Off. To perform Inspection at Material Receiving (Quality Control) and revert issues back to vendor. To participate or lead the implementation of laundry care procedures for new Uniforms & other Linen. To resolve laundry quality issues with the Service Provider / respective laundry factory. To recommend improvements to existing procedures.

**INVENTORY MANAGEMENT** To report the Delivery Completion Form to the Warehouse team. To track completion of Good Received Note and verify Invoicing Issues with the Accounts payable team. To ensure accurate put-away of Uniform Inventory by maintaining bin locations and layout. To lead physical inventory verification on a monthly / quarterly schedule. To report and investigate variances timely. To monitor correlation of physical and system transactions (Oracle). To investigate ambiguities to ensure company assets are protected and transactions in compliance with the Finance policies. To observe inventory stock levels and provide recommendations on appropriate Par level. To coordinate and initiate Uniform Replenishment timely. To administer purchase requisitions for Uniform Inventory requirements according to Procurement Policies and to follow through with Procurement.

**WASTE MANAGEMENT** To discriminate returned (used) uniforms between Re-Use, Recycle, Waste Management. To initiate the appropriate removal process and seek for required approvals.

**OTHER** Project related tasks. Performs any other related duties as assigned by the department.

To be considered for this role you will need:

- Bachelor's degree (3 years fulltime)
- At least 2-3 years of guest or customer-related environment
- At least 2-3 years in a supervisor/managerial role.
- Very good command of English

language, both verbal and written. Proven ability to draft a Scope of Work / Product Scope. Proficient user of MS Office (Word, Excel and PowerPoint, and other). Ability to work as a Leader and to manage people in a growing / changing environment. Clothing Technology. Product Merchandising. Fashion Retail. Hospitality Experience in a Laundry Distribution or Housekeeping services structure. Experience in a Laundry Distribution or Housekeeping services structure. Experience with automated garment distribution system. With knowledge of Web-based Applications (Microsoft 365) With knowledge of Purchasing & Inventory Software Systems (i.e. Oracle) With knowledge of basic HSE standards and HACCP (Level 3 program). With the ability to understand Budget Plans and Profit and Loss Statement  
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