



# KALMAN & PABST photo group

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## **Facility & Hospitality Management Seat**

### **Who we are:**

We are passionate about thriving creative communities and are in the business of creating brand & product imagery solutions. We believe that the right people share our values. We know that people do their best work when they are happy and excited because they get, want, and have the capacity to own their roles.

### **What The Job Is:**

#### **What you own**

- Facility Aesthetics & Functionality
- Client Experience/KP Experience
- Hospitality
- Supplies / Purchasing

#### **What you do**

- *Facility Aesthetics & Functionality:* Maintenance, Compliance, Building Access / Phones. Vendors, Service Providers, Utilities, Contracts & Renewals, Kitchen Management
  - Collaborate with Operations to identify cleaning frequency requirements and communicate with outside cleaning service provider to schedule
  - In combination with Operations, monitor kitchen management requirements and schedule to ensure optimum cleanliness and organization
  - Address with studio staff and resolve unscheduled building maintenance issues timely and efficiently
  - Support studio staff including Operations, Sales/Marketing with administrative tasks; help to ensure clients' needs are met throughout the day, parking is coordinated, answering the door and phones, signing for packages, etc.
  - Coordinate with Vendors, Service Providers & Utilities as required to support the functionality of the studio

- Identify and schedule long-term Building Maintenance and improvements
- Systemize facility compliance requirements and schedule with outside service providers as required
- *Client Experience/KP Experience*
  - Work with Operations to ensure day-to-day client expectations are met and exceeded, identify any special requirements
  - Provide an environment that ensures an outstanding client experience with attention to cleanliness, functionality, warmth, and welcome
  - Collaborate with Sales/Marketing to identify all aspects of Client Experience are addressed
  - Collaborate with Tech/Innovation to ensure client access to WiFi, etc is functioning properly
  - Coordinate with Sales/Marketing & Tech/Innovation to update Studio TV's content
- *Hospitality: Food & Drink*
  - Coordination with Operations for client breakfast and lunch, cleanup
  - Collaborate with Operations and Sales/Marketing to organize client dinners
- *Supplies / Purchasing*
  - Keep studio supplies organized, inventoried and stocked at all times
  - May be asked to coordinate studio rentals and other events

**Who you are:**

- **A Self Starter, Confident and Determined.** Organized and able to keep focused on the priorities of the day, have a high-level of flexibility, able to shift focus easily, has a "Gets It Done & Accountable" mentality
- **A Problem Solver/Solutions Oriented:** Offer opinions on the tasks at hand and offer creative suggestions/solutions. A "no task too small" approach to the job. Simple details can enhance client experience
- **Open to Feedback:** Able to give and accept feedback. Able to assess the positives and the negatives of the workings of each task/situation, with effective communication skills
- Have a **Positive Attitude:** You are the epitome of our core values "Respectfully Collaborative" and "Creative and Inspiring", and have a strong work ethic
- **Mover + Shaker:** Able to move things around and ability to lift up to 50 lb. Ask for help from your respectfully collaborative team when needed
- **A Team Player:** displays "Respectfully Collaborative" on a daily basis
- **A Learner:** You take the opportunity to learn from your surroundings and constantly improve your skills/knowledge of the workings of the studio & client-centric mindset
- **Creative + Imaginative:** Creative thinking applied to all aspects of your position easily adaptable to changing situations, work environments and people.

**You are experienced with:**

- 2+ years professional experience in a similar role, creative industry preferred
- Previous leadership experience in a Commercial Kitchen or Building Maintenance role is a plus
- Proficiency in Microsoft Excel, Word, Google Docs, and Mac operating systems.

**We're excited about you because you:**

Are excited to be a part of a creative team focused on doing great work and providing an industry leading client experience in a fun and lively environment

You will be a great fit because you share our core values:

- 1) Respectfully Collaborative
- 2) Creative and Inspiring
- 3) Gets It Done and Accountable
- 4) Culture of Gratitude
- 5) Fun