

# Are You An Undiscovered Relationship Manager?

**This Guide Will Help You Decide!**



**Don't Settle For a Job That Doesn't Fit!**

**You Deserve A Job You Love!**

## Who Is This For?

1. Are you constantly accused of smiling a lot?
2. Do you love helping people?
3. Do you enjoy teaching, coaching, and inspiring people to improve?

If these three qualities are natural and automatic for you, then you have a natural style that's worth far more money than you may realize. Also, if you got to use these natural abilities on the job you'd feel a sense of daily fulfillment because you'd be doing what you love.

### If this is you ... then read on ...

If this is not you... then be honest with yourself, it's not for you. That's ok. If you know someone that fits this description, then pass this along and you just might change their lives forever.

If this really does describe you at your core, then you should have a job that puts your natural talents and abilities to good use.

## Your Perfect Job?

The Perfect job for you is what I call a Relationship Manager. If you look at job ads or job boards, you probably won't find this job title. However, this skill is ideal for many jobs. Jobs like customer service, any kind of problem resolution, management, executive assistants, sales development representatives, sales, office managers and many, many more.

What determines one's success in any of these jobs is the person's relationship skills.

## Don't Underestimate The Value Of Being A "Natural Born" Relationship Manager.

In addition to knowing the value you bring, you need to get clear on what you're really looking for in a company to work for. These three items can start your list:

1. I want a job where I can make a significant contribution.
2. I want a job where I can learn and grow in my ability to help others.
3. I want a pleasant work environment and a collaborative team to work with.

## **Delta Janitorial Systems Relationship Manager Job Overview**

### **Salary, Compensation & Benefits:**

Compensation for the Relationship Manager Position begins from \$36,000 to \$43,000 annually. This comes in the form of a beginning base salary of \$33K to \$36K, plus bonuses on upsells to our Customers for additional services like window cleaning, carpet cleaning, disinfecting and hard floor refinishing. Relationship Managers also receive mileage reimbursement for use of their car for business purposes. Health Benefits and Paid Time Off Begin after a 90 day trial period.

### **Main Goals & Objectives of the Position:**

1. Befriend our Janitorial Customers in person and over the phone to solve their customer service issues and achieve an average 98% quarterly customer retention rate.
2. Communicate directly with our cleaning Contractors to help them complete special requests from our Janitorial Customers and to resolve any cleaning performance issues. Follow up with our Contractors and Janitorial Customers to make sure special requests are completed and cleaning issues are resolved to our Customers' satisfaction.
3. Assist in coaching and training our janitorial Contractors to operate their businesses successfully and professionally through encouragement and guided "Personal Development Interviews".
4. Assist Area Managers in marketing promotions to generate new Prospects and Customers.
5. Assist Area Managers in generating proposals and following up with Prospects.
6. Offer additional services like carpet cleaning, window cleaning and hard floor refinishing to our Customers and to their neighbors to help the Team achieve their goals.
7. Assist Area Managers in recruiting additional cleaning Contractors.

## **What's in it For YOU to Work for Delta Janitorial Systems:**

- Here at Delta Janitorial Systems, we hate "Bad Cleaning". That's why we've worked so hard to develop the tools, processes, and procedures for helping our Customers achieve their janitorial cleaning goals.
- Even though Delta has been around for 40+ years, we're still young at heart. We embrace technology and innovation. We're more interested in good outcomes than adhering to antiquated procedures that no longer apply.
- If you like helping people achieve their desired outcomes, this job gives you all of the tools and training you'll need to be successful.
- Delta Janitorial Systems is founded upon a written set of "Core Values" that guarantee a safe, collaborative, and productive environment for everyone to learn, grow, and achieve their work goals.
- Most of Delta's Competitors have no competitive advantages to offer their Customers or their staff. Delta is very different. With our unique Service Delivery Strategy, Quality Management Strategy, and Quality Tracking Strategy, we deliver a service that we can all be very proud of.

## **Essential Abilities, Behaviors & Motivators:**

1. Must be pleasant and persistent.
2. Must be detail oriented.
3. Must enjoy helping people achieve their desired outcomes.
4. Must enjoy bringing about successful resolutions.
5. Must enjoy working with a team and helping in achieving team goals.
6. Must enjoy being productive and using time wisely.
7. Must be resourceful in finding solutions.
8. Must have a pleasant and optimistic attitude.
9. Must be able to persuade our Cleaning Contractors to do the things that need to be done in order to resolve customer service issues.
10. Must be able to diffuse difficult or unpleasant situations to achieve the desired outcome.

# **Relationship Manager Position**

## **Eligibility Requirements**

### **1. Customer Centric**

- a. Eager to go the extra mile to serve the customer so the customer always has a positive experience.
- b. Puts delivering a positive customer experience as their highest priority.

### **2. High Integrity**

- a. Keeps their word.
- b. Doesn't compromise Company Core Values.
- c. Dependable and reliable.

### **3. Personal Accountability**

- a. No whining, blaming or complaining.
- b. Committed to doing the right thing rather than the easy thing, understanding this is the only path to long term success.

### **4. Embraces Company Process and Policies**

- a. Can follow predetermined processes and instructions, and is not "system resistant".
- b. Enjoys improving and documenting new procedures.

### **5. Resourceful**

- a. When a documented process fails, figures out how to serve the customer and improve the documented process.

### **6. Hard Worker**

- a. Efficient and productive.
- b. Makes productive use of work time.

### **7. Learner**

- a. Pursues self improvement and personal growth.
- b. Actively participates in company meetings and training.

- c. Eager to learn industry specific information and how to diagnose cleaning problems and issues.
- d. Eager to learn how our cleaning tools and processes are unique and how to demonstrate their benefits.

#### **8. Team Player**

- a. Eager to go the extra mile to serve the team.

#### **9. Competent**

- a. Is or is becoming an expert in their job.
- b. Able to coach our Subcontractors effectively.

#### **10. Emotional Self Control**

- a. Peacemaker rather than a drama maker.
- b. Display a pleasant, optimistic and professional attitude at all times.
- c. Does not display anger or other unprofessional emotional problems that would be detrimental to our Customers, Contractors or our Team.

#### **11. Proactive**

- a. Sees something that needs doing, and either does it or participates in getting it done.

#### **12. Respectful and Positive**

- a. No vulgarity, profanity or insults.
- b. Must be pleasant to work with and willing to resolve issues in a respectful and professional manner.

#### **13. Well Groomed**

- a. Appropriately dressed for the position and situation.

#### **14. Financially Solvent**

- a. Doesn't expect the company or their team members to bail them out of financial difficulties.

#### **15. Coachable**

- a. Welcomes feedback and suggestions from Customers, management, and coworkers.

- b. Makes it easy and pleasant for those giving the feedback.

## **16. Communication**

- a. Must be able to make a positive first impression.
- b. Must be a good listener. (Curious and caring)
- c. Must be genuine, sensitive and responsive to the feelings of others.
- d. Must be persuasive.
- e. Must be able to tell our story well.
- f. Must be able to resolve customer issues and follow up to make sure they are resolved.
- g. Must be able to diagnose customer issues and communicate effectively with Contractors to resolve issues.
- h. Must be diligent in following up to make sure all issues are resolved.

## **17. Experience**

- a. Must have had successful “in person” customer service or sales experience.

If you have any questions or would like to set up an online meeting, please contact our office at the number below.