



# OPPORTUNITY INVITATION

Chief Operating Officer

Office Pride Commercial Cleaning Services

Palm Harbor, Florida



[OFFICE PRIDE COMMERCIAL CLEANING SERVICES](#) was founded in 1992 by Todd Hopkins, who created the Office Pride concept as an independent research project when he was working on his MBA at Butler University. In developing a business plan for his project, Hopkins interviewed the leaders of several large cleaning companies and asked what they would do differently if they were just starting out, and how they would deliver “total customer satisfaction.” From the beginning, Todd was determined to build a long-term, profitable business devoted to operating with integrity and strong core values while serving the community.

Today, Office Pride is an industry leader in commercial cleaning, janitorial, and specialty cleaning services. Led by the corporate leadership team and joined by other seasoned, successful executives in Area Director roles (defined marketplace master franchisee) and individual service entrepreneurs working on their next start-up success or a first-time business-as-mission leader building their own sustainable business, Office Pride is growing rapidly. Even as the economy cools down, some individuals, self-starters who are last-in-first-out in company reductions or who sense the need to become more self-reliant for economic security, will seek out high-quality, well run and much-needed services.

With more than 130 franchises across the United States and thousands of happy customers, Office Pride has developed a solid reputation that revolves around the founding principles and values instilled and cultivated by Founder/CEO, Todd Hopkins. Office Pride is listed in [Franchise Business Review’s Hall of Fame](#) and ranked among Franchise Business Review’s Top 50 franchises for their exceptional franchisee satisfaction ratings.

*“Our goal is not to be the biggest cleaning service, it’s to be the most admired.”*

Todd Hopkins, Founder/CEO

[BOSS Magazine Lists Office Pride as a Top Franchise Opportunity](#)

[Office Pride Appears on Entrepreneur Magazine’s Franchise 500 List](#)

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[Entrepreneur Magazine Lists Office Pride as a Top Franchise Opportunity Under \\$100K](#)

[Office Pride Claims Spot on 2018 Franchise Times 200+](#)

Office Pride is one of the most respected full-service commercial cleaning companies in the nation and the business is built on a set of core values. Office Pride corporate leaders and franchisees strive to live and work by these every day.

**Honor God**

*Do business in a way that is pleasing to God.*

**Always do what is Right**

*In all things, be ethical and fair.*

**Increase Brand Value**

*Maximize the Office Pride Brand reputation and position in the marketplace.*

**Demonstrate Honesty, Integrity, and a Hard Work Ethic**

*Do what you say you will do; actions speak louder than words.*

**Total Customer Satisfaction**

*Show a passion for delivering amazing service.*

**Go the Extra Mile**

*Everyone expects 100%; anticipate needs and give an extra 1%.*

**Persevere with a Servant's Attitude**

*Work with and for others as if working for God.*

**Accountability to Commitments**

*Our word is our bond.*

# The Chief Operating Officer Opportunity

Until recently, there was a single executive leader overseeing Office Pride operations and finance. As the company has grown larger and more geographically diverse, late last year the determination was made that a dedicated executive leader for financial strategy, corporate accounting, and overall company financial operations was needed. With that Chief Financial Officer (CFO) now in place, a newly created Chief Operating Officer (COO) position has been designed to serve alongside the CFO with both positions reporting directly to the Founder/CEO. These three C-suite leaders will serve as the executive leadership team with on-going input from internal function leaders, franchisee representatives and trusted external advisors.

The COO will partner closely with the Founder/CEO whose national profile in the commercial cleaning and franchising industries, as well as Christian Businessmen's Connection (CBMC), continues to produce additional demands on his time and attention. The new COO will provide additional margin to the CEO allowing him to continue to accept national and international speaking engagements and respond to opportunities to provide professional and spiritual thought leadership through authorship and expanded inter-organizational collaboration. The COO will function much like a "general manager" of the business, standing in for the CEO and serving as the "other face of the company" whenever the CEO's presence is not possible.

The COO will be expected to lead and supervise all aspects of operational analysis, performance monitoring and continuous process improvement across all corporate operations and franchisee performance. Adding this new COO position represents a significant corporate investment in expanding the national footprint of faith-based franchises while advancing the unique mission and Core Values of the Office Pride organization. Inspiring innovation of effective systems, processes, and resources for spiritual and professional growth of flourishing individual franchisees will animate every action and initiative under the direction of the COO.

For the COO position, Office Pride is seeking an experienced executive operations leader who will embrace the highly relational company culture and corporate mission focused on helping entrepreneurs grow a significant business by putting a system and process in place to help them lead a rewarding and balanced life. Alignment with the company's [Core Values](#), starting with "Honor God – Do Business In A Way That Is Pleasing to God" will be an important part the desirable candidate profile.

The COO will serve as a key member of the executive leadership team based in Palm Harbor, Florida. S/he will provide significant contributions to the company's continued growth and success, building on the current platform supporting more than 130 franchisees in 22 states. It is expected that the addition of this COO will accelerate net growth in the number of franchisees across the country while continuing to focus on service excellence, retention of customers and average franchise sales growth across the network of Office Pride franchise operators.

The COO will analyze current operations and reporting processes to assure the franchisees have all the support and training required to consistently capture market share in each of their geographic territories. S/he will plan for and oversee systems and process enhancements across the spectrum of operational components including Franchisee Recruitment, Onboarding/Training, and Supply Chain management. The COO will lead and manage the company's marketing operation which is fueled as a shared-service platform deriving its operating revenue from an agreed upon percentage of sales from each franchise. Understanding and implementing the technology needed to benefit the organization at all levels will be the COO's responsibility. Working closely with the CFO, the COO will be responsible for the company's overall financial performance and EBITDA growth, as well as work to optimize and enhance the company's fee-based Billing Services operating unit that offers an effective and reliable customer invoicing and collections service to franchisees. Within each functional area reporting to the COO, existing teams of well-trained and customer-focused personnel are in place to help support, encourage and gently guide franchisees to best-practice operations management of their businesses all across the country. It will be the COO's responsibility to continue to build this team as needed for growth.

Desirable COO candidates will possess a demonstrated history of success in multi-site, multi-regional operating settings, developing and managing scalable systems and processes that serve some sort of shared-services definition. We are looking for a solid track record for talent recruitment and employee development as part of the overall goal of securing and maintaining Office Pride's long-term operational and financial well-being. Experience in franchising (hospitality, retail, food & beverage, corporate services, etc.) would be desirable, but not required. Success in leading a shared services unit supporting a network of operations would also be a plus.

Through expert process and systems design leadership, the COO will instill a culture of personal innovation, accountability, and execution throughout the organization, contributing to the sustainable advancement of company expansion.



Watch Todd Hopkins, Office Pride Founder, Share More About the Office Pride Story

# Responsibilities

- Execute the vision of the CEO
- Handle daily oversight of company, so CEO Founder is free to dream and create
- Hold others accountable for achieving goals leading to franchisee and corporate success; foster system of upward communication
- Fulfill role of EOS integrator for the company, making visionary's ideas a reality
- Devise and implement strategies for overall operational planning and analysis
- Review, add, and/or improve systems and processes, specifically by identifying and improving any potential problem areas
- Optimize organization operations success through leadership, organizational design effectiveness, and people development in all support departments
- Provide executive leadership support to strategic process development and planning
- Ensure that the right leadership is in place in each area of responsibility and that a culture of personal excellence, leadership training and people development is fostered
- Mentor, coach, and manage operations, marketing, and development teams
- Maintain confidentiality of corporation and owner information

# Key Characteristics

- Model servant leadership and standards of ethical excellence that inspire his/her team and colleagues.
- Able to embrace, adhere to, and support, company core values
- Well organized, diligent at follow through and detail oriented
- Demonstrated maturity to lead team members and actively support Office Pride through expert financial strategy and forecasting insight, billing and accounting administration and shared services leadership
- Unwavering personal and professional integrity; relationship skills that foster trust, teamwork, and commitment to a culture of personal excellence in all areas
- Willingness to seek professional growth by attending and sometimes leading staff development meetings
- Excellent verbal/written communication and presentation skills; ability to deliver essential information in a clear, consumable, and gracious manner
- Excellent problem-solving, analytical, and organizational skills
- Naturally detail-oriented with a keen business sense
- Ability to manage and achieve growth

# Experience and Qualifications

- Bachelor's degree required; a graduate degree or post-graduate training could enhance a candidate's profile
- 5 or more years of executive level operations leadership experience
- Demonstrated operations leadership success in a franchise business model or multi-site organization
- Experience scaling an organization with lasting success
- Marketing savvy and knowledge of current SEO trends
- Able to travel as needed (on a limited basis)
- Experience with personnel or human resources processes and key deliverables
- Previous experience in managing teams – effective in working as a “player-coach” to model and teach, encourage and reprove, innovate and refine

*For more information or to apply for this position, please contact:*

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**FSP Leaders**