



Products Manager

Job Title: Products Manager // **Division:** firstServices

Job Level: Management // **Reports to:** fS Operations Director and fS Executive Director

Supervises: Associates // **Co-Manager:** Marketing & Outreach Manager, Dry Cleaning Manager

Job Purpose:

firstServices is a student-run business operated by Penn Student Agencies. This business provides laundry, dry-cleaning, and water delivery services to Penn students on and off-campus. It is the mission of firstServices to help students save time in their busy schedules by taking care of time-consuming chores and delivering the finished product right to their door! The firstServices Products Manager supports the agency by supervising the function of the laundry delivery service and expanding firstServices offerings.

Duties & Responsibilities:

- Schedule and manage the laundry/ water associate shifts and lists.
- Work with the laundry/water vendor and firstServices Associates to resolve service issues.
- Manage Laundry Reschedule list.
- Maintain laundry equipment, such as laundry and dry-cleaning bags, push carts, the golf cart, etc.
- Frequently communicates with firstServices Director of Customer Relations to ensure quality service is provided and customer complaints are resolved.
- Create and update files with customer information, change of date requests, service usage, agency performance during the summer and the beginning of the semester.
- Available for laundry shifts as needed.
- Respond to all communications in a professional and timely manner.
- Check GSuite email daily and follow through with all requested actions
- Available for other duties as assigned by the Executive Director, PSA General Manager and requested by the Executive Suite of Penn Student Agencies.

Attendance Requirements:

- Bi-weekly meetings with Co-Managers and Agency Directors
- Monthly Agency Meetings (Determined by employee availability)
- All PSA Semesterly GBMs and Community Events

Preferred Experience & Skills:

- Strong communication skills and a professional demeanor when working with staff, vendors, and customers.
- Must be reliable, organized, responsible, able to delegate work, able to work under pressure, and a motivated self-starter who takes initiative.
- Previous customer service experience is a plus.

Acquired Experience & Skills:

- **Leadership:** developed through guiding the employees and business toward a common goal.
- **Time Management:** gained through learning how to accomplish academic and director responsibilities in a timely and organized manner for the duration of your employment.
- **Operations Management:** developed through assisting the Operations Director
- **Fiscal Management:** gained through tracking and building revenue, following a budget, and making responsible spending decisions.
- **Customer Service:** gained through serving the laundry customers and making improvements to those services based on customer demand and expectation.
- And many more!



Pay: \$9.50-\$11 per hour, depending on experience.

Hours: 11 - 16 hours per week, depending on agency need. You should expect to work an average of 13 hours weekly during a normal operating year.

Contracted Term: PSA Director contracts are for one full year, starting in April and ending in April.

Email recruiting@pennstudentagencies.com with any questions.

Disclaimer: Details included on this job description are subject to change prior to the start of your contract.