

# JAY KATZ

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## Summary

Highly accomplished Operations Manager with 7 years of progressive experience in all aspects of Health Care Environmental Services including: policy design, financial analysis, quality assurance reporting, employee compliance, problem solving, team building, employee hiring, training, and firing. My career has been chronicled with customer satisfaction as well as producing substantial saving for the company. A reputation as an analytical change agent skilled in identifying and overhauling inefficient processes and procedures. Articulate communicator continually focused on building relationships across business lines and leadership levels.

## Professional Experience

### Confidence Management Systems Regional Manager

March 2013-Present

- Managed NY and CT territories for organization specializing in outsourced support services for long-term care centers, including N.F.P. and proprietary chains, for all levels of care
- Progressive responsibilities from single department to full accountability of operations, human resources, financial and quality management for 30 long-term care centers in both union (1199-SEIU) and non-union environment. Acted as generalist and handled all functions including employee relations, succession planning, benefits administration, payroll administration, employee relations, policies/procedures, etc.
- Regional Training Manager, and 250 front line managers and staff
- Prepared, presented and negotiated full service and management contracts
- Implemented start up-operations including restructuring job classifications
- Strategic workforce planning for multiple sites
- Department budget development and execution
- Customized staffing requirements and work assignments for individual work sites
- Administered employee onboarding and orientation programs
- Guided department leadership through performance management programs
- Maintained government compliance forms including EEOC, OSHA and I-9 eligibility updates
- Executed performance reviews for District, Training and Site managers
- Labor relations including C.B.A. negotiations, progressive disciplinary actions, and employee grievances
- Oversee environmental operations of nursing homes in the New York City area

### Health Care Services Group Account Manager

January 2010- March 2013

Responsible for overseeing operations for housekeeping and laundry staff

- Directed the disposal of hazardous materials and provided on-site support
- Ensured that all state and federal safety regulations were followed
- Assisted with the performance of internal quality assurance audits
- Maintained optimal stock levels and ordered supplies

- Implemented and updated cleaning and sanitation procedures
- Responsible for hiring, training and evaluating staff
- Researched and developed emergency response plans specific to hazardous materials
- Maintained an inventory of all cleaning materials and related supplies
- Planned sanitation and cleanliness procedures for all facilities
- Ensured compliance with all cleanliness and sanitation guidelines
- Inspected all completed work to ensure compliance with standards
- Scheduled and supervised housekeeping and laundry staff
- Scheduled periodic staff meetings

**The Property Group, Stamford, CT  
Electrician**

**November 2006 - December 2008**

#### **Education**

**University of Massachusetts, Amherst, MA**  
Bachelor of Arts Degree, May, 2000

**REFERENCES FURNISHED UPON REQUEST**