

JOB OPPORTUNITY 2011 - 22

Title: Customer Service Supervisor
Location: Halifax Shopping Centre
Halifax, Nova Scotia
Reporting To: Marketing Director

Main Objectives:

Provide excellent Customer Service through established programs, including but not limited to providing information, support and services to the shopping and travelling public
Establish a perceived value for the Customer Service Centre that exceeds the expectations of customers, retailers, Halifax Shopping Centre owners and management
Act as a liaison with tenants and maintain professional and courteous relationships with other departments, suppliers and customers

Responsibilities:

Supervise the day-to-day operations of a full service, free standing Customer Service Centre
Train and supervise staff of 6 (or more) customer service employees supporting individual career development and fostering team work
Perform staff evaluations
Establish work schedule and complete bi-weekly timesheets for customer service staff
Purchasing, upkeep and inventory of supplies and equipment
Implement new programs and procedures as directed by Marketing Director
Coordinate customer programs including Frequent User, Bridge Club, Walk-Mall and Employee discount
Book and prepare documentation for Community booths
Initiate on-going customer service ideas/suggestions for improving service
Manage the gift Card program which includes
daily deposits
shift reports and logs
input into Excel spreadsheet
monthly reconciliation
control inventory of gift certificate supplies and re-order as necessary
Corporate gift giving program (contact, place order, invoice and arrange for delivery)
develop ideas to generate increased gift certificated sales
Prepare and manage various customer tracking initiatives

Resolve and/or forward to the appropriate department any and all customer complaint

Assist with various on-site promotions and events

Prepare a monthly report detailing the activities from the Customer Service Centre

Conduct monthly department staff meetings

Complete other projects as directed by management

Qualifications:

Understanding of good customer service practices

Strong verbal and written communication skills

Strong organizational skills

Some basic accounting knowledge i.e. balancing cash with receipts

Various computer skills

Excellent interpersonal skills

Able to work evenings and weekends

Creative and self motivated

“Hands on” supervisor

Must be able to provide clear criminal background check

If you, or anyone that you know of, are interested in applying for this position, please forward resume, not later than November 30, 2011 to:

**Linda Townsend
Marketing Director
Halifax Shopping Centre
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