

## **JOB OPPORTUNITY**

2017 – 26

**Position:** Part-time Guest Services Representative  
**Location:** Billings Bridge Shopping Centre, Ottawa ON  
**Reports to:** Marketing Coordinator  
**Working Hours:** 4 to 24 hours weekly scheduled in accordance with needs of property and Marketing Dept. (includes evenings and weekends)

### **General Description of Position:**

The primary focus of this role is to ensure excellent customer service through the Guest Services Desk including, but not limited to, providing information, support, and services to the shopping and travelling public. Establish a perceived value for the Guest Services Desk that exceeds the expectations of customers, retailers as well as Billings Bridge Shopping Centre owners and management. This part-time, hourly position requires flexibility and a variable schedule to fit in with the exciting opportunities a retail shopping centre provides.

### **Tasks & Responsibilities:**

- Operation of a full service, free standing Guest Services Desk
- Initiate on-going customer service ideas/ suggestions for improving service;
- Shift reports and logs
- Develop and execute ideas to generate increased gift card sales
- Register and educate retailers on the program
- Must display a high level of professionalism at all times;
- First point of contact for all customer inquiries, complaints, feedback etc.
- Assist with various on-site Marketing Events
- Implement new programs and procedures as directed by Marketing Director
- Complete other projects as directed by management;

### **Skills & Experience Required:**

The successful candidate will possess:

- Minimum High School Diploma and 1 year of Customer Service experience;
- Excellent customer service skills;
- Strong Communication and Organizational Skills;
- Detail oriented and problem solving skills;
- Proficient in Microsoft Office (Word, Excel, Power Point, Outlook)
- Basic bookkeeping knowledge i.e. balancing cash with receipts
- Able to work independently and prioritize time sensitive and heavy workload;
- Able to work in a team environment;
- Excellent inter-personal skills;
- Excellent telephone manners and skills;
- Be self-motivated, flexible, innovative and able to accept challenges. Ability to multitask;
- 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 your resume, not later than July 20<sup>th</sup>, 2017, to:

**Sabrina Gondermann, Marketing Coordinator/ Guest Services Supervisor**  
c/o Billings Bridge Shopping Centre  
2277 Riverside Drive, Suite 208,  
Ottawa, Ontario K1H 7X6  
Fax: (613) 733-7233  
Email: [sgondermann@20vic.com](mailto:sgondermann@20vic.com)