

## **CUSTOMER SERVICE MANAGER**

The World of Kidtropolis is an indoor recreational facility built to inspire creativity and bring back play with children and families. Our guests visit us from all over Canada, US and international countries. We are a venue that offers general drop-in play, birthday parties, field trips, kid camps, kids' night out, nerf blaster parties, nerf night out, fundraisers and corporate events. We are family focused and are locally owned and operated. Our business is located in Richmond, BC and close to transit.

As the Customer Service Manager, it is of utmost importance that you can lead and motivate a team to ensure we provide exceptional entertainment experiences in a family focused environment. Many of our staff are students, young adults and experienced individuals. You are able to effectively communicate, coach, and mentor across a broad range of staff. We are an inclusive member of the community and have team members and guests who have diverse needs. You will know our business, policies and procedures and be able to effectively communicate it to other members of the staff. As our business continues to evolve, you will contribute your skills and knowledge to help the company achieve our long term goals.

### **Job Requirements:**

- Proven leadership experience
- Ability to learn a variety of job descriptions
- Outstanding organizational, leadership and management skills
- Excellent interpersonal skills with a focus on providing an exceptional customer experience
- Ability to handle challenging situations with tact and diplomacy
- Proficiency in Microsoft Office and other software programs
- Positive working attitude
- Ability to take direction and complete tasks when delegated
- Ensure positive guest service in all areas
- Valid Food Safe Certificate and Standard First Aid would be an asset
- Must be available to work shifts (AM, PM, evenings, weekends and holidays)

### **Job Duties**

- Monitor the team's performance and delegate tasks
- Lead by example by performing the tasks with them
- Recruit key staff and perform staff evaluations
- Assist with training and development
- Schedule staff and communicate effectively to the team
- Understand market trends and power of social media
- Contribute to and implement marketing strategies in house and on social media
- Engage with community partners in house and on social media
- Respond to feedback and taking action to provide positive guest and team experience
- Ensure premises are clean and safe for all guests by utilizing shift checklists
- Answer phone queries and direct guests to the correct information
- Perform physical tasks such as picking up toys, sanitizing the play area and other operational tasks

Thank you but only shortlisted candidates will be contacted.

