

JOB OPPORTUNITY
2019 – 02
(18 month temporary assignment)

Title: Customer Service Lead – Full-Time
Location: Lambton Mall, Sarnia ON
Reports to: Guest Services Supervisor

Main Objectives:

- Provide excellent Customer Service through established programs, including but not limited to: providing information, support and services to the shopping public and other visitors to the property.
- Assist in training, administration and scheduling of guest services staff.
- Establish a perceived value for the Customer Service Centre that exceeds the expectations of customers, retailers, office tenants, Property owners and Management.
- Act as a liaison with tenants.

Tasks & Responsibilities:

- Ongoing daily administration of the Customer Service Centre, ensuring that it is always clean and tidy.
- Answering customer inquiries both on the telephone and in person.
- Assist customers with gift suggestions. Must stay up to date with proper knowledge of what our tenants offer.
- Selling of Lambton Mall gift cards.
- Assist with training & orientation of all corporate gift card programs.
- Assist with staff scheduling & follow up, making sure staff time sheets are completed and signed off on time.
- Assist with inventory control of all customer service supplies and monthly gift card inventory.
- Follow proper procedures for opening & closing, including cash in/out and all related paperwork.
- Deposit of Customer Service daily cash and balancing daily reconciliations.
- Initiate ongoing customer service ideas/suggestions to improve the shopping centre.
- Update & maintain all the shopping centre's directories and phone lists.
- Facilitate special projects as required by the Guest Services Supervisor and assist with on-site promotions.
- Maintain the Lost & Found everyday with the assistance of Security.
- Other duties as required.

Skills & Experience Required:

The successful candidate will:

- Have previous experience in a retail customer service environment.
- Have strong communication and organizational skills.
- Have experience in handling cash and credit/debit transactions.
- Various computer skills including: basic accounting knowledge, balancing cash receipt, and social media.
- Be able to work days, evenings, and weekends.
- Have excellent interpersonal skills & be self motivated.
- Have an outgoing personality & able to work well in a team environment.
- Must be able to provide a clear Police record check.

If you, or anyone that you know of, are interested in applying for this position, please forward your cover letter and resume no later than January 10th, 2019 to:

Stacie Rogers – Guest Services Supervisor, Lambton Mall
Administration Office
1380 London Road
Sarnia ON N7S 1P8
Fax: 519-542-8466

Email: stacie.rogers@cushwake.com