

## **JOB OPPORTUNITY 2019 - 12**

**Title:** Guest Services Team Lead  
**Location:** Pickering Town Centre  
**Reporting To:** Marketing Director

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

Pickering Town Centre seeks a part-time (25 hours per week), customer service oriented professional to deliver & maintain a positive and professional image of Pickering Town Centre by overseeing the activities of the Guest Services team as well as engaging with customers and retailers in person, in writing, by telephone, and through social media platforms. The primary focus of this role is to provide vibrant, yet professional & courteous customer service to all Pickering Town Centre guests (shoppers, retailers & business partners) to ensure the guest experience is pleasurable, memorable and exceeds expectations. There are two Guest Services Team Lead positions in the Guest Services department.

### **Tasks & Responsibilities:**

#### **HR / Staffing:**

- Supervise the day-to-day operations of a full service, Guest Services Centre
- Hire, train and schedule Guest Services Representatives; complete bi-weekly time sheets for staff
- Supervise, mentor, empower and motivate the Guest Services Team
- Hold regular staff meetings with all Guest Services employees for effective communication and staff development
- Participate in corporate Cushman & Wakefield Guest Services training programs and share knowledge & insights with team
- Measure individual & team performance through annual and ongoing review process, provide regular & timely feedback to staff and manage performance issues (if any)
- In conjunction with the Marketing Director, establish GS professional appearance guidelines, selecting & ordering uniforms, and ensuring guidelines are adhered to

#### **Gift Cards / Financial Reporting:**

- Manage the Pickering Town Centre gift card program, which includes:
  - Complete daily & monthly reconciliation reports and deposits; submit reporting accordingly
  - Maintain inventory of gift card supplies and re-order as necessary
  - Develop and maintain corporate gift card database
  - Train and set up new retailers on the gift card program and resolve any gift card inquiries/issues
  - Ensure gift card policies & procedures compliancy to minimize financial risk
  - Develop and execute ideas to drive gift card sales, together with Marketing Team

#### **Client Relations / Communications:**

- Provide exceptional customer service to customers & retailers
- Monitor the shopping centre's and its retailers' website presence on a daily basis
- Act as first point of contact - answer, follow up and/or redirect inquiries to the appropriate departments

#### **Social Media:**

- Monitor the shopping centre's and retailer social media presence daily
- Work with the Marketing Director and Marketing Assistant to communicate with social media followers as required
- Ensure social media messaging supports marketing campaigns
- Cultivate relationships with retailers and continually stay abreast of opportunities to promote retailer promotions/events and shopping centre events

#### **Administration:**

- Initiate on-going customer service ideas/suggestions for improving service and to add value to Pickering Town Centre
- Assist with various on-site Marketing Events, as required
- Implement new programs, procedures and/or tracking initiatives as directed by Marketing Director
- Assist Security and Operations departments with various situations, i.e. missing children, retailer requests, as needed
- Other duties as assigned

**Qualifications:**

- Minimum High School Diploma with (preferred) post-secondary degree/hospitality certificate
- Excellent knowledge of good customer service practices and displaying a high level of professionalism at all times
- Strong communication (written & verbal), listening, organizational and problem-solving skills
- Basic accounting knowledge (i.e. balancing cash with receipts) and is detailed oriented;
- Strong knowledge and understanding of social media platforms (Facebook, Twitter, Instagram)
- Computer proficiency (MS Word, Excel, PowerPoint, Outlook, Internet), POS systems & telephone switchboards
- A 'can-do', 'hands-on' attitude with the ability to influence others, manage and implement change initiatives
- Be self-motivated, flexible, diplomatic, innovative and able to accept challenges.
- Solid knowledge of the City of Pickering & surrounding area, including attractions and special events
- Must be able to provide clear criminal background check.

**Working Conditions:**

- Flexibility to work days, evenings, weekends and holidays
- Ambient shopping centre noise levels

If you, or anyone that you know of, are interested in applying for this position, please apply in person with your resume, by March 29, 2019, to:

**Lorna Murphy, Marketing Director**  
**Pickering Town Centre Management Office**  
1355 Kingston Road  
Pickering, ON, L1V 1B8  
[lorna.murphy@cushwake.com](mailto:lorna.murphy@cushwake.com)