

Title: Guest Services Representative (1 Full Time, 1 Part Time)
Location: Midtown
Reporting To: Guest Services Supervisor / Marketing Coordinator

Enthusiastically and consistently delivers on the Midtown Guest Services mission of "Continually striving to surprise and engage the shoppers and retailers by consistently delivering a superior customer experience." The Guest Services Representative must ensure every interaction is carried out in a polite, professional, and efficient manner.

Full Time Hours: 25 – 37.5 hours / week

Part Time Hours: 12 - 24 hours / week

MAIN OBJECTIVES:

- Be an active, efficient and effective member of the Guest Services **TEAM**
- Provide premium customer service through established programs, including but not limited to providing information, support and services to the shopping and travelling public
- Act as a liaison with retailers and office tower tenants
- "Beyond the Booth" Guest Services does not stop at the kiosk and should be carried out at all times

RESPONSIBILITIES:

- Demonstrate exceptional customer service to all patrons and tenants by being knowledgeable about the property and its offerings
- Sale of Mall Gift Cards which includes:
 - daily deposits
 - shift reports and logs
- Telephone, Email and In-Person Inquiries
- Opening & Closing duties as per the Guest Services Supervisor
- Prepare and manage various customer tracking initiatives
- Provide Customer assistance with all available mall services.
- Assist other mall personnel (Security and Maintenance) to provide an exceptional Customer Experience, promoting a safe and clean environment
- Assist with various on-site promotions and events
- Cultivate relationships with the shopping centre's retailers and continually stay abreast of product offerings and store promotions.
- Be aware of and monitor the shopping centre's, and its retailer's, online presence such as; Facebook, Twitter, Blog, Website, Pinterest, etc.
- Collating various documentation for shopping centre distribution, compiling and updating store and directory information, ballot counting and assisting with various marketing initiatives (as required)
- Maintaining cleanliness and organization at the workspace
- Ensure appropriate levels of inventory for GS administration supplies, gift cards, etc. are maintained
- Other duties as assigned by the Guest Services Supervisor
- And most importantly, ensuring that our Customers leave our shopping centre happy with all of their needs met

QUALIFICATIONS:

- One year experience in Customer Service an asset
- Minimum grade 12 diploma
- Comfortable handling large amounts of cash and sales transactions
- Excellent customer service skills with a drive to go above and beyond
- Superior written and oral communication skills
- Ability to work in a "team" environment
- Various computer skills – Microsoft Office
- Competent in Social Media, Facebook, Twitter, Website, etc.
- Able to work flexible evenings, weekends and/or holidays, as required
- Creative and self motivated

If you, or anyone that you know of, are interested in applying for this position, please forward resume to:

BRITTANY ABERCROMBIE, GUEST SERVICES SUPERVISOR / MARKETING COORDINATOR
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