



## **Customer Experience Supervisor**

### **GolfNorth Properties**

**Location:** Conestogo, ON

**Reports To:** Shelby Smit - Director of Marketing & Communications

**Proposed Schedule:** Monday to Friday (weekends as required)

**Hourly Rate:** \$20 per hour

#### **You are a great fit for this role if:**

- You are passionate about providing excellent experiences and you are keen to sharpen your skill set in leading a team.
- You are a self-starter and you thrive in a dynamic, fast-paced work environment.
- You proactively identify problems and develop solutions within guidelines of a program. Anticipate problems and solutions.
- You have a positive attitude and welcome new challenges.

#### **Call Centre Responsibilities**

*This role will be 90% of the posted position. The successful candidate will ensure the call centre functions properly for the entirety of the 2023 season.*

- Ensure the team is trained and equipped with required knowledge and tools. Coach, monitor and train new employees as per GolfNorth requirements.
- Drive customer engagement and satisfaction by committing to superb customer service guidelines.
- Create and manage the schedule for each month the call centre is open.
- Act as a liaison between golf course managers and call centre staff to ensure proper communication.
- Serves as first line escalation resource from internal and external customers, focused on the successful resolution of customer issues.
- Ensures the call centre is fully staffed with trained representatives.
- Establishes relationships with general managers, maintains regular communication with both Marketing and Membership departments.
- Act as an overflow for calls in the call centre.

- Overall promote a strong working relationship with the staff to maximize productivity and customer satisfaction while minimizing potential customer issues and complaints.
- May be required to work evenings and weekends as required.

### **Software Support Responsibilities**

*This role will work hand in hand with the Call Centre. The successful candidate will work closely with the development and support team at Tee On to ensure the call centre functions properly from a software standpoint.*

- Ensure there are strong communications between the GolfNorth call centre and Tee-On Golf Solutions.
- Help to eliminate any software issues that may be experienced by customers via our online booking portal.
- Be the first point of contact when customers are experiencing issues.
- Coordinate with Tee On to help to fix issues, and then communicate back to the customer.

### **Corporate Events Responsibilities**

*This role will focus on assisting with different corporate events that are held throughout the season. This position will account for the remaining 10% of the posted position.*

- Communicate directly with the Director of Marketing throughout the event planning process to learn requirements and goals, format, budget, administrative details, and special requirements.
- Monitor and oversee events from preparation and set-up through teardown to ensure adherence to planned format, compliance with regulations, cooperation between vendors, resolution of issues, and overall satisfaction of participants
- Other duties as assigned by the supervisor.

### **Education and Qualifications:**

- College diploma or university degree in a related field.
- Excellent client service and customer service experience.
- Highly motivated and proactive, anticipating the next steps and moving them forward without intervention.

### **To Apply:**

Please send your resume and cover letter to Shelby Smit via email at [ssmit@golfnorth.ca](mailto:ssmit@golfnorth.ca). Please write “**Customer Experience Supervisor**” in the subject line.