



**JOB DESCRIPTION:** Customer Service Manager

**Reports to:** Operations Manager and Directors

### **Position Description**

As a Customer Services Manager, you are responsible for managing and leading the Customer Service Representatives to ensure that Onsen Hot Pools and Day Spa operate efficiently and effectively in daily operations. The scope of accountability includes daily staff management and upholding norms and standards of behavior throughout the complex. Your role will be administrative and hands-on responsibilities.

Specifically, you will be responsible for performing the tasks highlighted below to the highest standards:

### **Staff Management:**

- Manage Customer Service Representatives and Supervisors
- Lead and inspire the Customer Service team to exceed guests' expectations
- Prepare and manage weekly staff rosters, to ensure staffing levels are sufficient for normal daily operations.
- Monitor staff weekly hours.
- Complete probation reviews for new starters
- Lead employee's performance management plans, which include setting performance expectations, conducting performance review to assess and improve employee's performance
- Monitor and maintain high standards of presentation of the staff
- Ensure the staff consistently deliver a high standard of customer service
- Monitor staffing level requirements and recruit staff when necessary
  - Conduct interviews
- Train, monitor and evaluate new and existing staff members
- Set an efficient team-based approach to performing the necessary functions by:
  - Giving clear directions to the team
  - Equip the staff to independently coordinate their activities with other staff members where you are not immediately available
- Arrange and conduct regular meetings with the full customer service team
- Arrange and conduct supervisors' meetings
- Attend management and staff meetings as necessary.
- Ensure staff are all working in line with our policies and procedures; review policies and procedures to make sure they are current.

### **Customer Service**

- Work with the Operations Manager to develop strategies to enhance the overall customer journey.
- Carry out regular inspections of all guest areas.
- Maintain a friendly and welcoming atmosphere for guests.
- Handle escalated customer service issues and complaints and ensure timely resolution.
- Ensure high level of customer satisfaction by addressing guests' inquiries and requests promptly and professionally.
- You will handle all guest, internal customer enquiries in a courteous and efficient manner,

following through to make sure problems are resolved satisfactorily.

- Manage unexpected or exceptional situations like complaints, overbookings, or short notice rescheduling / cancellation due to equipment problems when required.
- Where clients behave unacceptably (e.g., smoking in their pool, make too much noise, too many people in a pool) politely but firmly advise the clients of the relevant policy and the consequences if their behaviour continues.
- Cover Supervisor responsibilities when rostered.
- Be aware of any group bookings and be ready to assist as required.

### **Operational Duties**

- Monitor all food and beverage orders ensuring they are within budget
- Demonstrate comprehensive cross-departmental knowledge to provide assistance as required.
- Monitor and maintain high standards of cleanliness of the facility
- Ensure all public areas are kept clean and presentable.
- When required, pick up and drop off customers who need transport to/from Queenstown.
- Perform front of house duties as required.

### **Onsen Culture**

- Instil brand values and foster a positive work environment. Motivate, encourage, and drive the team to maintain the correct level of professionalism.
- Support our Wellbeing initiatives.
- Work with the wellbeing team to develop strategies to promote and foster a positive culture. This may include conducting employee surveys, organising employee events and implementing initiatives to enhance employee satisfaction and retention.
- Observe and notice team morale, organise wellbeing activities suitable for their needs.

### **Quality Assurance**

- Perform regular patrols of the facility to ensure they meet or exceed quality and cleanliness standards and to identify and rectify any issues.
- Implement improvements to enhance the guest experience.
- Communicate with the Maintenance Team to ensure a smooth-running operation.
- Relay guest needs and communicate equipment issues with the Maintenance Team
- When required, Conduct plant-room procedures. (E.g., Raising the water level in a pool, raising the pool temperature, etc.)

### **Safety and compliance**

- Ensure the health and safety of all staff and guests.
- Report all incidents and accidents using proper documentation.
- Follow company policies and procedures and communicate them to all staff.
- Coordinate any evacuations or emergency situations in accordance with Health and Safety Policy
- Protect the business through enforcing and maintaining controls and practices to protect the integrity of Onsen Hot Pools.

### **Other responsibilities**

- Perform other work-related activities as requested.

## **Qualifications**

- At least 3 years+ experience in leading a team at a managerial, supervisor level or senior team member.
- At least 3+ years' experience in Customer Service or Front line. Preferably within the hospitality or wellness industry.
- Exceptional customer service skills
- Experience in mentoring and coaching staff
- Proficient written and oral communication skills, including effective communication with Operations Manager, Department heads, colleagues, subordinates, and guests

## **Skills and competencies**

- Passion for customer service and a commitment to providing outstanding guest experiences.
- Ability to implement and sustain set standards
- Ability to manage, prioritize, and thrive in a dynamic environment.
- Ability to co-ordinate multiple events and manage a team
- Outstanding interpersonal skills and the ability to inspire and engage.
- Expert problem-solving in guest-centric, fast-paced environment.
- Possess a high degree of organizational skills, delegation and a natural tendency towards attention to detail
- Exceptional customer service skills and proficiency with booking systems
- Lead by example and motivate your team to success.
- Skilled in resolving conflicts and handling challenging situations
- Self – motivated task completer and demonstrates initiative.
- A full driver's license is preferred but not required

**Applicants for this position must have NZ Citizenship/Residency or a valid NZ work visa**