



**Position:** Customer Service Supervisor  
**Department:** Customer Service  
**Reports to:** Guest Experience Manager and Operations Manager  
**Rate:** TBD

### **Position Requirements:**

The Customer Service Supervisor is responsible for overseeing Admissions, Gift Shop and Train Station booth operations. The Customer Service Supervisor is responsible for providing leadership to the customer service team to provide our guests with an exceptional experience.

### **Key Responsibilities:**

- Supervise staff under direct and indirect supervision for the department of Customer Service.
- Co-ordinate the day-to-day operations for the department of Customer Service; including problem solving on the spot when required, report technical issues in a timely manner, serve as the escalation point for customer service issues, handle customer concerns, and react quickly and professionally.
- Ensure all areas of the admission operations meet expectations from cleanliness standards, employee appearance, customer service, safety and environmental standards.
- Create and implement optimal and compliant labour budgets and schedules for various day types and seasonal needs.
- Takes responsibility for recruiting, hiring, onboarding and ongoing training for the team.
- Working along the Customer Service leadership team, by identify standard operating procedures and maintain appropriate manuals.
- Demonstrates good time management skills, including flexibility, creativity, and responsibility in time use.
- Lead by example, particularly on peak season days, and be able to work every guest-facing position in the Zoo confidently.
- Trained, willing and able to serve as the manager on duty.
- Knowledge of retail floor sales techniques by maintaining window designs, internal displays, and other merchandising promotional events to entice customers to come into the Giftshop and purchase merchandise.
- Proficient knowledge in POS registers/ back office, credit card terminals and office equipment.
- Effectively maintain communication with management
- Excellent ability to think logically, prioritize and delegate responsibilities where necessary – effective time-management skills.
- Ability to maintain a positive attendance record and work a flexible schedule, including weekends and holidays
- Must be able to work in a professional manner with zoo visitors, vendors, volunteers and staff
- Complete light physical work as needed.

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- Understands, accepts and follows Greater Vancouver Zoo Policies and Procedures, including Emergency Procedures.
- Maintain good reviews on social media.
- Other duties as directed

### **Operational Functions**

Providing support and guidance to crew members as needed on a daily basis in currently assigned areas: Admissions, Gift Shop and Train Station. As the Customer Service Supervisor, you will be responsible for the majority of the administrative tasks, customer service experience and ticketing systems.

### **Customer Service**

Leads admission and retail team in delivering internal and external customer service with excellence and providing direction representing the organization's standards of employee conduct and presence. Maintains customer satisfaction by monitoring, evaluating, and auditing merchandise and service offerings initiating improvements and building relationships with the entire Zoo staff and retail patrons.

### **Cash Handling**

Maintains and monitors cash handling procedures. Works within established financial control put in place by the Finance Manager.

### **Staffing**

Assists in recruiting, orientating, training, coaching, and communicating job expectations by appraising and reviewing job contributions while enforcing policies and procedures.

### **Knowledge and Experience:**

Must have a minimum of 3 years experience within customer service and have previous training or experience at a supervisor level.

Must exhibit leadership qualities. Must be prepared to make suggestions and/or recommendations that are given particular weight concerning hiring, firing, or other changes in employee status. Must always be a positive role model and treat all of your *team* with respect and fairness. Must have strong verbal and written communication skills and is detail oriented with excellent organizational skills, including the ability to prioritize, handle competing tasks and thrive under deadlines.

Food and Beverage experience is an asset.

### **Education Required:**

Highschool diploma or equivalent.

*The above listed tasks are the responsibilities of the Customer Service Supervisor employed by the GVZoo. The Customer Service Supervisor is not limited to the tasks listed above and may be required to perform additional tasks as assigned by Supervisors and Management.*

Permanent full-time position.

Submit resume to: [hr@gvzoo.com](mailto:hr@gvzoo.com)

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