



Built BY soccer, FOR soccer

Saskatoon Soccer Centre Inc. owns and operates the largest dedicated training and competition facilities in Western Canada. We were built by and for the community to support and serve Saskatoon's amateur soccer community and the sporting public. As a non-profit organization, we are an avid community partner, and our facilities can be adapted for multiple sports and community use.

Reporting to the Chief Executive Officer, the **Service Team Manager** provides excellent customer service for our members and guests and promotes the ideal throughout the organization. The goal is to keep the department running in an efficient manner, to increase customer satisfaction, loyalty and retention, and to meet or exceed their expectations. This involves becoming proactively involved in the various activities throughout the two facilities; ensuring safety and security for players, patrons and staff; keeping schedules running on times; acting as a liaison between our user groups and SSCI staff; and planning, coordinating and controlling the activities of the Customer Service Team to maintain and enhance customer relationships and meet organizational and operational objectives.

Main Duties and Responsibilities

- Develop and implement customer service policies and procedures across both locations
- Define and communicate customer service standards
- Oversee the achievement and maintenance of agreed customer service levels and standards
- Recruit, mentor and develop service team members and nurture an environment where they can excel through encouragement and empowerment
- Plan, prioritize and delegate work tasks to ensure proper functioning of the department
- Ensure the necessary resources and tools are available for quality customer service delivery
- Take ownership of customers' issues and follow problems through to resolution
- Identify and implement strategies to improve quality of service and efficiency
- Identify and address staff training and coaching needs
- Report problem areas
- Key on-site liaison with members and guests, i.e. leagues, tournament organizers, special event organizers, school groups, etc.
- Ensure professional and clean appearance of facility and staff team



Qualifications

- Strong interpersonal skills and ability to deal professionally, courteously and effectively with the public
- Thorough, organized and detail oriented with a positive attitude
- Demonstrated ability to be a team player who is able to establish effective working relationships with the general public and employees
- Excellent communication skills with a proven focus on quality customer service
- Proficient in use of computer software including Microsoft Office. Experience with online booking software would be a benefit, but is not required
- Proven working experience as a customer service manager, retail manager or assistant manager
- Experience supervising or managing staff, including hiring, scheduling, training and evaluation

Key Competencies

- Customer service focus
- Supervisory skills
- Problem analysis and problem solving
- Decision making
- Planning and organizing
- Initiative
- Flexibility

Hours of Work

- Daytime, evening and weekend hours, as required
- Permanent, full time position

Qualified candidates may submit a detailed resume in confidence, with references, by Friday, October 14th, 2022 at 4:00 pm to:

Human Resources, Saskatoon Soccer Centre Inc., 150 Nelson Road, Saskatoon, SK S7S 1P5

Email: ceo@saskatoonsoccer.com

