



Customer Service Supervisor

Bordered by the Crescent Drive Golf Course and only 20 minutes from downtown Winnipeg, Thermëa by Nordik Spa-Nature opened its doors in 2015. This relaxation and renewal centre focuses on thermotherapy practices and relaxation techniques from Scandinavian countries. It offers a multisensorial experience in an all-embracing natural setting to contribute to the health and wellness of its guests.

Continuously innovating and evolving by creating unique relaxation experiences, it is the only Nordic-style spa in the Canadian Prairies today.

We are currently seeking passionate wellness professionals who will use their skills to transform people's lives, one visit at a time. Join our team.

Associates with Thermëa by Nordik Spa-Nature will embrace the following values:

- Accountability
- Engagement
- Respect
- Integrity
- Teamwork

Job Summary

The Customer Service Supervisor's primary objective is to ensure an excellent customer service and a memorable experience to our guests by planning, directing and supervising the operations and the customer service teams. He is responsible to perform administrative duties and operational tasks and to ensure the continuous improvement of processes and team development.

Responsibilities

- Provide a customer service in compliance with "Pratik Nordik" and Thermëa standards;
- Assist guests and provide pertinent information and suggestions to ensure a memorable experience;
- Communicate frequently and efficiently with the calling center and other departments;
- Participate in the hiring process;
- Train new employees;
- Perform administrative tasks such as scheduling, cash flow and other;
- Ensure the operations run smoothly;
- Open and close the site in accordance with operational checklists;

- Assist employees in operational tasks such as helping with cleaning, filling up woods, moving bins and other manual tasks;
- Develop tools or/and processes to improve the working environment and increase efficiency;
- Supervise and coach the workforce;
- Perform other related tasks.

Qualification

- College degree in tourism, hospitality, administration, human resource management or other pertinent experience;
- At least three years of experience in customer service;
- Minimum of 6 months of experience in leading a team;
- Fluent in English (verbal and oral);
- Knowledge of another language (an asset);
- Experience in the tourism and/or hospitality industry (an asset);
- Knowledge of Manitoba Tourism (an asset).

Profile

- Strong leadership skills;
- Capable of working in a fast-paced environment;
- Skilled in communication and interpersonal relationships (clarity, empathy, consideration, poise);
- Capable of managing workflow (planning, prioritization, organization and follow-up);
- Comfortable with handling cash;
- Professional and collaborative attitude;
- Respectful, honest and adaptable;
- Versatile, thorough, and autonomous;
- Tolerant of ambiguity and stress;
- Able to work outside and in a standing position for a long period of time;
- Broad understanding of customer service;

Work schedule:

Variable schedule (day, evenings, weekends, holidays)

Salary:

Based on the pay scale and benefits in effect at Thermëa by Nordik Spa-Nature

To apply

Please fill in the I-Recruitment job application questionnaire on our Careers page. Please note that only successful candidates will be contacted.

In this document, the masculine gender is used to lighten the text and is meant to be inclusive and used for both men and women.