

## Customer Service Supervisor

The Haven Hostel – Thunder Bay, ON

We are currently seeking part time supervisor with opportunity for full-time to maintain a welcoming, inclusive, appealing, clean and fresh hostel environment for everyone. The ideal candidate will be well-travelled and have knowledge of hostel culture and will be able to provide information to customers about hostel features, local visitor information, culinary recommendations and travel event information.

### Responsibilities:

- Ensures staffing requirements are met by assigning, scheduling, coaching and communicating job expectations
- Plans, monitors, appraises and reviews job contributions and enforces policies and procedures
- Ensures high quality customer service objectives are maintained, provides recommendations to strategic plans regarding customer-service standard.
- Resolves problems and identifies customer service trends, determining system improvements and implementing approved changes
- Communicates with guests about local tourism activities and promotes access to gear rental and local outdoor tourism agencies
- Ensures general duties including cleaning guest rooms, washrooms, bar and public areas are completed daily
- Has an innovative approach to marketing within and outside of the community;

### Job Specifications:

- Ability to follow and give directions
- Proficient in Microsoft Office (Excel, Word, Outlook, OneDrive), Adobe, and on-line booking and marketing systems an asset
- Professional attitude and physical stamina required;
- Ability to mobilize staff and coordinate efforts in a positive, professional and courteous manner;
- Post-Secondary school diploma, First Aid and WHIMIS Certification;
- Previous supervision experience an asset
- Preference will be given to candidates that are bilingual, know the local area and; have a vested interest in outdoor adventure
- Well-travelled and knowledge of hostel culture is required

Send your resume by email to **[Holly@TheHavenHostel.ca](mailto:Holly@TheHavenHostel.ca)**

View all of our job postings at [www.TheHavenHostel.ca](http://www.TheHavenHostel.ca)

Accommodations are available upon request to support your participation during all stages of the recruitment process.

