

City Creek Center, located in Salt Lake City, Utah, is currently seeking a full time Guest Services Manager to oversee the shopping center's Guest Services Department. The primary goal of the position is to ensure that all guests receive a high level of quality service while visiting the shopping center. The Guest Services Manager will direct the day-to-day activities and development of guest services personnel. The ideal applicant will possess a thorough knowledge of Salt Lake City and the surrounding areas, as well as upcoming events, and will be able to handle all guest inquiries. Applicants must have 3-5 years of management experience.

Responsibilities:

Communication:

- Communicate effectively with mall management, tenants, and customers
- Establish a strong rapport with retailers and distribute information as necessary
- Act as a liaison between customers and mall management
- Attend all mall management team meetings
- Maintain awareness of issues pertinent to center and report as necessary

Team Leadership:

- Interview and hire staff
- Provide new employee training, as well as continued employee team training and evaluation
- Prepare staff meetings and provide minutes to supervisor and mall management staff
- Establish shifts and create a weekly work schedule for staff, making accommodations when necessary
- Resolve issues and administer discipline as needed
- Evaluate employees to improve performance
- Set team and individual performance goals
- Set goals for Guest Services Representatives and monitor and report results
- Promote and monitor operating policies
- Trouble shoot customer issues
- Drive Guest Services team to achieve a high level of customer service

Training:

- Provide ongoing training opportunities for all Guest Services Representatives
- Initiate training exercises and programs to elevate the knowledge of the Guest Services Representatives

Administrative:

- Accurately complete daily, weekly, and monthly reports and meet deadlines
- Daily reconciliation of gift card monies
- Create memos and informational pieces for staff
- Scheduling and payroll

Knowledge:

- Knowledge of shopping center stores and restaurants and their product lines
- Knowledge of the trade area surrounding the shopping center, including current events
- Knowledge of area hotels, restaurants, and transportation systems

Technical/Operations:

- Troubleshoot gift card and Ticketmaster programs and maintain equipment
- Maintain copy and fax machine where applicable
- Knowledge of telephone system, and radios where applicable
- Inspection of strollers and wheelchairs for safe and proper operation

Marketing:

- Support mall marketing initiatives
- Manage Guest Services staff participation in promotional activities
- Manage day to day operations of shopping center gift card and Ticketmaster programs, including corporate orders as necessary

The Guest Services Manager must be available for a variety of shifts, including a mix of days, nights, and weekends.

This position offers a salary of \$20.00/hour, as well as a competitive benefits package.

Please fax resume and letter of interest to (616) 825-5987, or submit via e-mail to courtney@infoplaceusa.com. Interviews will be conducted the week of January 30, 2012.