

Rivertown Crossings, located in Grandville, Michigan, is currently seeking a full time Customer Service Manager to oversee the shopping center's customer 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 Customer Service Manager will direct the day-to-day activities and development of 4-5 customer service representatives. The ideal applicant will possess a thorough knowledge of Grandville 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 as well as a high school diploma or higher education.

#### 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 booth and individual performance goals
- Promote and monitor operating policies
- Trouble shoot customer issues
- Drive customer service team to achieve a high level of customer service

##### Training

- Provide ongoing training opportunities for all customer services representatives
- Initiate training exercises and programs to elevate the knowledge of the customer service 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 program and maintain equipment
- Knowledge of telephone system, and radios where applicable
- Inspection of strollers and electric scooters for safe and proper operation

#### Marketing

- Support mall marketing initiatives
- Manage customer service staff participation in promotional activities
- Manage day to day operations of shopping center gift card program, including corporate orders as necessary

The Customer Service Manager must be available for a variety of shifts, including a mix of days, nights, and weekends. This position offers a salary of \$13.00 per hour, commensurate with experience as well as a competitive benefits package.

Please fax resume and letter of interest to (616) 825-6180, or submit via e-mail to [svandenberg@infoplacusa.com](mailto:svandenberg@infoplacusa.com).