



## **Customer Service Manager**



### **Position Identification**

**Reports to: Chief Executive Officer**

**Supervises:** Customer service team, Taxi Dispatchers, Employees on Shift (when performing the role of Duty Manager)

**Liaises with:**

**Internally: TPPL and BVIPA Personnel**

**Externally: Tenants, Customers, Cruise Line Representatives, BVI Tourist Board, Local Hospitality Executives, Local and International Tour Operators and Travel Agents, Taxi Associations, International Port and Shipping Industry Partners and Associations, Local Business Community, Media, Government Agencies, External Service Providers**

**Education:** Bachelor's Degree in Business Management or equivalent. Qualifications in Customer Relations Management. Specialist training in retail property management will be an asset.

**Experience:** Minimum of five years' experience in, Customer Service Management, the Hospitality Sector, Administration, Human Resource Management, Customer Service Training and Development. A combination would be ideal.

**Skills:**

- Excellent communication skills (verbal and written)
- Supervisory skills
- Self - Motivated
- Excellent interpersonal skills
- Excellent follow-up skills
- Working Knowledge of the Microsoft Office Suite
- Sound Supervisory skills
- Planning and Organising skills
- Sound Problem Solving and Decision making
- Ability to be flexible in receiving instructions and executing duties
- Ability to work without supervision

**Personal Qualities:** Mature, dependable and responsible individual  
Ability to motivate and lead teams  
Willing and able to work under pressure and handle multiple issues  
Willing and able to work beyond normal working hours  
Willing and able to maintain impeccable grooming standards  
Team Player  
High work standards  
Ambitious

### **General Accountability**

Reporting to the Chief Executive Officer (CEO), the Customer Service Manager is responsible for managing the customer service programme and support operations, marketing and communications plans.

### **Nature & Scope**

Essentially, the Customer Service Manager will create and manage the customer service program and its support operations in keeping with the TPPL's long-term vision and strategic goals including, customer research, employee development and training, passenger and other guest services. This position will also manage the customer service plan and focus on developing fine tuning and implementing service delivery for the TPP while contributing positively to Net Operating Income (NOI).

### **Specific Accountabilities:**

1. Works closely with the CEO to develop strategic customer service delivery plans in keeping with the TPP's long term vision;
2. Assists the CEO with developing customer service and other employee development programs;
3. Supervises the service delivery teams, tour / taxi dispatch and resolves staff issues as guided by established company policies;
4. Manages customer/passenger interaction to include tour / taxi dispatch and facility information ensure positive experience;
5. Manages customer/passenger and other facility user's traffic and effectively resolve issues;
6. Develops and executes service delivery research and measure programs;
7. Creates methods of tracking requests and feedback to improve services offered;
8. Assists in the execution of TPP's Marketing and Communications program;

9. Works closely with the Operations and Facilities Maintenance team to review common areas for possible hazards due to spills, debris, etc. for risk management;
10. Works closely with the Operations and Marketing and Leasing teams to keep current knowledge on the TPP's layout and active/upcoming retailers and merchandise;
11. Builds and maintains relationships with store managers, Customs, Immigration and Port Health Officers and other users of the facility;
12. Prepares and delivers operational reports and budgets as required;
13. Owns and promotes the TPP's corporate identity and functions within its application in all its context;
14. Assumes the role of 'Duty Manager' when required and in accordance with work schedules;
15. Any other relevant duties as directed by the CEO.

---

**Employee**

---

**Date:**

---

**Chief Executive Officer**

---

**Date:**