

**EPPC Albania** on behalf of its client, a leading Entertainment Center, is currently recruiting an **Operations Manager**.

## Major responsibilities:

- Create and maintain an energetic and engaging customer service culture;
- Ensure the highest safety standards are implemented and maintained for the benefit of our customers and staff;
- Pursuant to our PR and sales plan, engage with key local stakeholders including Principals, sporting clubs etc to maximise the value of our partnerships;
- Participate in industry dialogue and events fostering productive relationships with our competitors;
- Develop mutually rewarding supplier relationships;
- Research industry trends and provides insights and intelligence to Directors – be an expert of the service experience of our key competitors and use this information to ensure we remain a leader;
- Create a procedures guide for all our customer interactions and continuously improve upon these as the opportunity presents;
- Deliver training and refresher programs to our staff;
- Recruit, train and develop our team such that they are highly engaged in our mission, sign-on to our values and model our behaviours internally and externally;
- Ensure that rosters are fulfilled and that sufficient staff are in place in each of our functional areas at all times to service customer demand;
- Manage customer complaints through to a successful conclusion: maintain a database of complaints and undertake regular continuous improvement analysis;
- Work with the Marketing Manager and PR consultants to design events;
- Undertake six monthly performance assessments of direct reports.

## Requirements for this position are:

- Demonstrated experience in managing large teams in a demanding fast paced customer service environment;
- Previous management experience in a similar customer focussed environment;
- Strong people management skills;
- Ability to effectively manage customer expectations including the handling of complaints;
- Ability to conduct induction and refresher training for new and existing staff;
- Strong ability to develop relationships with key stakeholders internally and externally;
- Excellent verbal and written communication skills;
- VCE and/or relevant tertiary qualification, i.e. Business, Economics, Hospitality
- First Aid certificate 2.

## How to apply:

To apply for this opportunity, please fill your application at:

<https://aplikim.eppc.al>

You will be contacted only if your CV will be qualified.