

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

## Major responsibilities:

- Ensure the highest safety standards are implemented and maintained for the benefit of our customers and staff;
- Build a collegiate and collaborative approach to problem solving across the business;
- 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;
- Recruit and ensure that we 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;
- Liaise with Operations Manager on rosters to ensure are fulfilled and that sufficient staff are in place in each of our functional areas at all times to service customer demand;
- Liaise with Operations Manager and Reception Supervisor on customer complaints through to a successful conclusion and ensure that the Reception Supervisor is maintaining a database of complaints and undertake regular continuous improvement analysis;
- Work with the Business and PR consultants to design events and ensure that the events are developed;
- Ensure that the First Aid equipment is maintained and operational;
- Ensure that the correct procedures are in operation with our Reception transactions;
- Ensure that any promos, events or advertising is being filtered through the system and efficiently prepared by Marketing team;
- Participate in regular risk management reviews and ensure that our customer service procedures incorporate the required risk management controls and parameters.

## Requirements for this position are:

- Strong customer service ethic;
- Excellent verbal communication skills;
- Positive, energetic and outgoing attitude;
- Ability to work independently and as part of a team;
- Previous face to face customer service experience;
- Experience in a similar environment including working with children;
- Experience in adventure activities, i.e. rock climbing, abseiling, trampolining;
- VCE and/or relevant tertiary studies, i.e. sports related qualification or education/child care qualification would be highly desirable;
- First Aid certificate.

## 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.