



CUSTOMER CARE MANAGER

PURPOSE OF ROLE

The Customer Service Manager will focus on all aspects of customer satisfaction and care as well as the supervision of our dedicated Priority Lane and Facility Services Agents at Toronto Pearson Airport while implementing customer service initiatives and providing ongoing training and coaching. Liaises with GTAA and stakeholders for service issues and ensures overall contract expectations and obligations are met.

PRINCIPAL ACCOUNTABILITIES

Specific Responsibilities & Duties:

- Develop and implement customer service policies and procedures
- Define and communicate customer service standards
- Review and assess customer service contracts
- Oversee the achievement and maintenance of agreed customer service levels and standards
- Direct the daily operations of the customer service supervisors and team
- Plan, prioritize and delegate work tasks to ensure proper functioning of the department
- Ensure the necessary resources and tools are available for quality customer service delivery
- Review and respond to customer complaints
- Track customer complaint resolution
- Handle complex and escalated customer service issues.
- Analyze relevant data to determine customer service outputs
- Identify and implement strategies to improve quality of service, productivity and profitability
- Liaise with company management to support and implement growth strategies
- Co-ordinate and manage customer service projects and initiatives
- Ensure budget requirements are met
- Evaluate and performance manage supervisors and staff
- Ensures compliance with the Official Languages Act
- Conveys a professional and welcoming presence when interacting with employees, members of the traveling/ general public, client and stakeholders

Safety Responsibilities:

- Set an example for associates to follow by incorporating safe work practices in all aspects of their activities and abiding by the Clients & Company's safety policies and procedures.
- Attend all required health & safety training
- Reports and corrects any safety concerns and advises employees of potential/unsafe conditions or hazards
- Complies and enforces the H&S regulations, the OHSA and company policies/procedures in a consistent manner.
- Ensure/provide necessary training for employees on the hazards of their jobs using the Safe Work Practices and Task Hazard Assessments.



- Ensure/provide training for the operation of equipment and use of PPE at all times
- Investigates incidents/injuries/near misses to determine root cause and implement any corrective actions – Reports injuries within 24-hours to the H&S Dept.
- Assists injured workers to the fullest extent to ensure participation in the early and safe return to work process as per our RTW policy
- Reviews Inspection reports, JHSC minutes and provides corrective actions on any known deficiencies.

Qualifications & Core Competencies:

- Minimum of 5 years customer service management experience, previous experience in the service, hospitality or airport/aviation environment
- College or University graduate
- Bilingualism is an asset, especially French
- Strong interpersonal skills
- Excellent level of enthusiasm and positive approach to tasks
- Ability to demonstrate tact, diplomacy, confidentiality, discretion and sound judgment
- Strong leadership skills
- Strong organizational skills
- Effective critical thinking
- Professionalism at all times in appearance, grooming and communications
- Ability to obtain and maintain validity of a Restricted Area Identification Card (RAIC)
- Intermediate level of knowledge with MS Word, MS Excel, Outlook, Internet and online applications
- Possess advanced technology skills to be able to use specific airport equipment including iPads, APPS, Scanners and data management software
- Excellent communication skills (written and spoken) in English including business writing
- Ability to work individually and within a team
- Experience working in a unionized environment, ability to work with Collective Agreement and provide guidelines and execution.
- Ability to stand and walk for long periods of time
- Available to work days, evenings, weekends and holidays

ADDITIONAL ROLE INFORMATION

Hours of work: We are a 24/7 business environment. Managers will be required to work the hours that will encompass the core hours for client and employee visits. Weekend and statutory holiday work as required.



As an employer of choice, we treat all of our employees consistently and fairly to help you achieve personal and professional ambitions.

We strive to meet the accommodation needs of persons with disabilities. Applicants are encouraged to make their needs for accommodation known in advance during the application process.

At this time we do not require assistance from recruitment agencies, thank you.

