



Join our team...

Saskatoon Soccer Centre Inc. is a non-profit organization that operates two world class indoor sporting facilities – the SaskTel Sports Centre and the Saskatoon Kinsmen/Henk Ruys Soccer Centre. We are currently seeking a **Customer Service Manager** to lead the department across the organization in the provision of excellent customer service for our members and patrons.

Key duties and responsibilities:

- Develop and implement customer service policies and procedures
- Define and communicate customer service standards
- Oversee the achievement and maintenance of agreed customer service levels and standards
- Recruit, mentor and develop customer service representatives and nurture an environment where they can excel through encouragement and empowerment
- 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
- Identify and implement strategies to improve quality of service and efficiency
- Identify and address staff training and coaching needs
- Key on-site liaison with user groups, i.e. leagues, tournament organizers, special event organizers, school groups, etc.

If you are interested in joining our team, please forward your resume to ceo@saskatoonsoccer.com, or drop it off at either of our facilities by 4:00 pm Friday, February 8th, 2019:



150 Nelson Road
Saskatoon, SK S7S 1P5



219 Primrose Drive
Saskatoon, SK S7K 1E5