

# JOB DESCRIPTION:

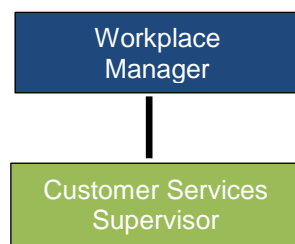
## Customer Services Supervisor

Function:	Operational Management
Generic job:	Facilities Supervisor
Position:	<b>Customer Services Supervisor</b>
Job holder:	
Date (in job since):	New position
Immediate manager (N+1 Job title and name):	Workplace Manager
Additional reporting line to:	
Position location:	Quilter - Southampton

### 1. Purpose of the job

- To provide a first class, professional service to client and customers of the building and to take personal ownership and responsibility for the standards delivered
- To assist the management with the day to day service of the unit
- To ensure that the standards of preparation service and hygiene are to the Company and Client standards
- To be the first point of contact for building occupants and stakeholders
- To be visible to all users and build relationships with all levels of user
- To ensure the building area is complaint to Health, Safety and Environment procedures
- To report all faults an issues to the relevant service partner as directed by the site Workplace Manager
- To monitor and review the Multi Functional Devices around the floor
- To have a full working knowledge of the building including all services

### 2. Organisation chart



### 3. Main assignments

#### Client Care

- To establish and build an effective working relationship with senior stakeholders and client staff acting as a central contact or 'touch point' for all areas of client service / interaction.
- To oversee all aspects of the services provided to the client to ensure the Company's reputation for service is

enhanced with Client and Customers to the highest standard

- To act as an advocate for Sodexo and actively promote Sodexo as a 1st class provider for all services offered
- To oversee the delivery of an effective service management system with measures and SLAs
- Provide innovation proposals for client
- Support Events management when required as a one-point contact

### **Customer Services**

- Deal with all customer issues/queries that arise in a professional, courteous and timely manner to ensure guest satisfaction, liaising with onsite Service Providers or Senior Manager where necessary
- Personally, ensures that needs for senior stakeholders are anticipated and arrangements made to meet those needs.
- Where possible, personal contact is made to develop a positive relationship with key building users
- Demonstrate a knowledge of the building, local attractions and landmarks in the building vicinity
- Respond to written and verbal complaints in a timely manner
- Conduct show-rounds within the building and pass on any feedback as required
- Liaise with relevant departments and management regarding VIP, groups and functions where necessary
- Support all customer facing departments by maintaining high levels of guest satisfaction with all guest complaints/issues being dealt with promptly and in a professional manner
- Manage, oversee and ensure Ask FM roles assist with familiarisation visits and entertaining of potential and/or existing clients, where necessary

### **Team Work and Communication**

- Focus on the team providing a “flagship” service for internal and external clients ensuring the customer journey is smooth and effortless for our guests.
- To undertake recruitment inductions and development of an effective team
- To support the functioning of the team while running the operation
- To ensure training is carried out in line with the company training policy to meet the needs and requirements of the individual and Sodexo
- To ensure that all employees are knowledgeable and motivated about their roles and the business through effective induction, accurate job descriptions and on the job training
- To formulate and review operational and procedural standards to meet and exceed the expectations of the client
- To oversee the operation of departments and review general performance with your team members ensuring they carry out their duties adhering to all prescribed rules and regulations and the Standard Operating Procedure Manual
- To oversee the service staffing levels, ensuring agreed levels are provided at scheduled times with the range of products and services available, enabling Sodexo to meet their obligations
- Ensure effective sickness and holiday, mobile staff are trained and scheduled in within the Holiday, - Absence Tracker

### **Security, Health and Safety**

- Respond promptly and provide support with any emergency/crisis situation within the building, acting as a support for the Workplace Manager and counterparts during the emergency/ crisis situation
- Be aware of all accidents/near miss incidents that occur in the area responsible in line with incident/ accident reporting procedure

### **General**

- To ensure required standards are achieved at all times and always look at opportunities to further improve the existing standards of work
- To complete any other reasonable task requested by a customer or a member of management
- Establish and maintain good working relationships with wider team and senior stakeholders in the building
- Liaise with the other departments in a polite and efficient manner, to ensure that all issues and queries are communicated and met in order to provide a seamless customer experience
- Monitor customer feedback is sought, analysed and ensure results are communicated to team, with improvement action being taken where necessary
- Deal with all enquiries in a professional and courteous manner, in person, email and over telephone
- Ensure the reception and public areas are tidy, clean and well maintained at all time, reporting any hazards, accidents and/or maintenance issues
- Being vigilant and report any security issues to Security Supervisor
- Adhere to all building policies and procedures
- To comply with statutory and legal requirements for fire and health and safety regulations
- Assist in evacuation, in cases of emergency, acting as another point of contact for guests/customer
- Undertake any other reasonable task and to carry out specific projects requested by stakeholders

#### 4. Person Specification

##### Essential

- Experienced in using Microsoft Office
- Previous experience of operational management in a similar environment
- People management experience
- Ability to interpret and utilise financial and commercial information
- Excellent communication skills
- Achieve set, standards and operate to performance criteria; for example, health and safety, hygiene
- Manage multiple workloads and shifting priorities
- Positive approach to learning in role and identifying own training needs as appropriate
- Self-motivated and able to work on own initiative within a team environment
- Experience of delivering training
- CIEH level 2 or equivalent
- IOSH Managing Safely or equivalent
- Proven experience in working in the food service, catering and/or hospitality industry as well as cleaning
- Experience in supervising a team
- Personally driven to excel in all areas of visitor operation
- Highly presentable in all personal aspects at all times

#### 5. Competencies

▪ Growth, client and customer satisfaction, quality of services provided	▪ Industry acumen
▪ Rigorous management of results	▪ Analysis and decision making
▪ Leadership and people management	▪ Planning and organising
▪ Innovation and change	
▪ Brand notoriety	

#### 6. Management Approval

Version: 01

Document Owner:

Date: January 2020