



Indigenous.Link

Canada's fastest growing Indigenous career portal, Careers.Indigenous.Link is pleased to introduce a new approach to job searching for Indigenous Job Seekers of Canada. Careers.Indigenous.Link brings simplicity, value, and functionality to the world of Canadian online job boards.

Through our partnership with Indigenous.Links Diversity Recruitment Program, we post jobs for Canada's largest corporations and government departments. With our vertical job search engine technology, Indigenous Job Seekers can search thousands of Indigenous-specific jobs in just about every industry, city, province and postal code.

Careers.Indigenous.Link offers the hottest job listings from some of the nation's top employers, and we will continue to add services and enhance functionality ensuring a more effective job search. For example, during a search, job seekers have the ability to roll over any job listing and read a brief description of the position to determine if the job is exactly what they're searching for. This practical feature allows job seekers to only research jobs relevant to their search. By including elements like this, Careers.Indigenous.Link can help reduce the time it takes to find and apply for the best, available jobs.

The team behind Indigenous.Link is dedicated to connecting Indigenous Peoples of Canada with great jobs along with the most time and cost-effective, career-advancing resources. It is our mission to develop and maintain a website where people can go to work!

Contact us to find out more about how to become a Site Sponsor.

Corporate Headquarters:

Toll Free Phone: (866) 225-9067

Toll Free Fax: (877) 825-7564

L9 P23 R4074 HWY 596 - Box 109

Keewatin, ON P0X 1C0

Job Board Posting



Careers.Indigenous.Link

Date Printed: 2024/07/20

Customer Service Supervisor - Retail

Job ID	8E-49-1A-D0-09-FD
Web Address	https://careers.indigenous.link/viewjob?jobname=8E-49-1A-D0-09-FD
Company	1294711 Alberta Ltd. O/a City Fish
Location	Calgary, Alberta
Date Posted	From: 2024-03-24 To: 2024-09-20
Job	Type: Full-time Category: Retail
Job Start Date	As soon as possible
Job Salary	\$21.00 To \$23.00 Hourly (To Be Negotiated)
Languages	English

Description

Work Location: #8 3515 27 St NE, Calgary, AB T1Y 5E4

Terms of Employment: Full-time, Permanent

Company Info:

City Fish has been in the wholesale and distribution business since 1985. It also developed retail business opening to public customers. For over 34 years, we pride ourselves in providing supreme quality fresh, frozen and live seafood to a wide variety of food service operations in Calgary and its surrounding areas including but not limited to supermarkets, restaurants, entertainment establishments and institutions.

Job Duties:

1. Provide effective leadership to the customer service team, fostering a positive and productive work environment. Delegate tasks appropriately, monitor performance, and provide regular feedback to team members.
2. Oversee the provision of exceptional customer service, ensuring all inquiries, complaints, and requests are handled promptly and professionally. Serve as a point of escalation for complex customer issues.
3. Develop and implement training programs to enhance the customer service skills of team members. Conduct regular coaching sessions to address performance gaps and support continuous improvement.
4. Manage the flow of customer service operations, including staffing schedules, task assignments, and workload distribution. Optimize efficiency while maintaining high service standards.
5. Monitor interactions between team members and customers to ensure adherence to company policies and procedures. Conduct regular quality assessments and implement corrective actions as needed.
6. Collaborate with relevant departments to maintain adequate inventory levels of retail products. Monitor stock levels, place orders as necessary, and ensure accurate inventory records.
7. Work closely with the sales team to coordinate customer service activities that support sales efforts. Provide product knowledge training to customer service staff to enhance their ability to upsell and cross-sell.
8. Handle escalated customer issues that cannot be resolved by front-line staff. Investigate complaints thoroughly, identify root causes, and implement solutions to prevent recurrence.
9. Generate regular reports on key performance metrics such as customer satisfaction scores, response times, and resolution rates. Analyze data to identify trends and opportunities for improvement.
10. Authorize returns of merchandise, following established policies and procedures to ensure customer satisfaction while safeguarding the interests of the company.
11. Facilitate clear and effective communication between the customer service team and other departments within the organization. Relay important information regarding product updates, policy changes, and customer feedback.
12. Proactively identify areas for improvement within the customer service function and develop strategies to address them. Encourage innovation and best practices to enhance the overall customer experience.

Qualifications:

1. College/CEGEP or equivalent experience preferred in business admin, economy, etc
2. Proven experience in a customer service leadership role with at least 1-2 years, preferably in a retail environment.

3. Knowledge of retail operations and inventory management practices.
4. Ability to work effectively under pressure and adapt to changing priorities.
5. Leadership qualities, including the ability to motivate and inspire team members.
6. Commitment to providing exceptional customer service and driving continuous improvement.

How to Apply

By email: tsglobalhiring@gmail.com

Job Board Posting



Date Printed: 2024/07/20

Customer Service Supervisor - Retail

Job ID	43402A20858AA	
Web Address	http://NewCanadianWorker.ca/viewjob?jobname=43402A20858AA	
Company	1294711 Alberta Ltd. O/a City Fish	
Location	Calgary, Alberta	
Date Posted	From: 2024-03-24	To: 2024-09-20
Job	Type: Full-time	Category: Retail
Job Start Date	As soon as possible	
Job Salary	\$21.00 To \$23.00 Hourly (To Be Negotiated)	
Languages	English	

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Job Board Posting

NoExperienceNeeded.ca
your place for a first step or a fresh start

Date Printed: 2024/07/20

Customer Service Supervisor - Retail

Job ID	26401A0B16C94	
Web Address	http://NoExperienceNeeded.ca/viewjob?jobname=26401A0B16C94	
Company	1294711 Alberta Ltd. O/a City Fish	
Location	Calgary, Alberta	
Date Posted	From: 2024-03-24	To: 2024-09-20
Job	Type: Full-time	Category: Retail
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