



SUPREME VENTURES
RACING & ENTERTAINMENT LTD.
A WHOLLY-OWNED SUBSIDIARY OF SUPREME VENTURES LIMITED

Assistant Customer Service Manager (Caymanas Park)

*Supreme Ventures Racing & Entertainment Limited is seeking to identify the ideal candidate to join our team, in the capacity of **Assistant Customer Service Manager**. The incumbent, under the direction of the Customer Service Manager, will be responsible for giving critical support to the customer service team, ensuring that the standards are upheld in accordance with the policies and procedures of the company.*

Key Functions:

- Address customers' issues and complaints on a daily basis
- Oversee the preparation and timely submission of end of day reports
- Has oversight responsibility for the accuracy of bank deposits and cash reconciliations
- Ensures the timely payment of prizes to relevant stakeholders
- Provides oversight to all team leads and their respective units
- Audits the customer service processes and systems on an ongoing basis and makes recommendations for improvements
- Oversees bar inventory management and reporting
- Assists with the implementation and enforcement of customer service policies and procedures
- Supports the Manager with the overall supervision of the Customer Service Department

Skills, Experience and Competencies:

- Undergraduate Degree in Business Administration, or equivalent qualification and training
- At least 3 years' progressive experience in a similar capacity
- Strong supervisory management skills
- Excellent planning and organizing skills
- Effective interpersonal and relationship building skills
- Knowledge of basic accounting and/or audit principles
- Cash handling and cheque preparation knowledge
- Proficient in the use of Microsoft Office
- Strong service orientation
- Excellent written and verbal communication skills
- Effective problem solving and conflict management skills
- Must be able to work on a shift basis and also on weekends and public holidays

*Applications outlining qualifications and demonstrating how your experience and skills match the job requirements are due by **December 3, 2017**. Please note that only shortlisted applicants will be contacted.*