
Guest Services Supervisor, Highstreet

ABOUT SHAPE

SHAPE is the real estate investment, development and management company leading some of the largest and most exciting projects in North America including The Amazing Brentwood and The City of Lougheed in Metro Vancouver. SHAPE manages over 4M sq.ft of commercial space, over 800 units of rental residential and over \$1 Billion of development projects currently under construction.

Through our fully integrated platform, SHAPE specializes in complete neighbourhoods with a top-calibre mix of shops, restaurants, residences, entertainment, and a complete range of daily services with transit connected. With a thoughtful approach and continuous pursuit of innovation, we think differently to ensure our projects are relevant and dominant for the future of real estate.

ABOUT HIGHSTREET

Highstreet brings an urban, open-air shopping and social experience to the Fraser Valley. H&M, Sephora and Cineplex VIP are among the leading retailers that attract shoppers from across the region. And top restaurants like Famoso, Milestones and The Canadian Brewhouse make Highstreet a place to stay, socialize and enjoy the day to night energy. With events and celebrations year-round and the attentive service you would expect from a five-star hotel, Highstreet is the natural social heart of the community.

ABOUT THE ROLE

Highstreet is looking to bring a full-time supervisor onto the team to lead Guest Services. Reporting to the Guest Experience Manager, the successful candidate will be able to work both individually as well as with a team. This candidate will show strong leadership abilities and be able to effectively communicate and coordinate with both the Guest Experience Manager and Guest Services staff. This is a very fast paced environment with lots of day-to-day variety.

Primary Job Responsibilities

Overall responsibilities will include, but are not limited to:

- Act as the manager on duty when GEM is absent
- Perform HR related tasks, such as, hiring, onboarding, staff scheduling, payroll, wage increases, reviews, and training
- Manage staff rewards and incentives program – Sun Club
- Manage community event space and all bookings

- Prepare daily task lists for Hosts (greeting, event prep, site audits, signage checks, tenant communication, and guest interaction)
- Manage upkeep of spaces, such as, admin office, lunchroom, and staff locker room
- Work closely with Security, Maintenance, and Janitorial teams
- Manage gift card operating system, inventory, and sales
- Manage Guest Services initiatives - stroller rentals, donations, lost and found items, and gift wrap
- Prepare and update monthly reports
- Prepare and update annual budgets
- Maintain knowledge of GS operating and payroll budgets
- Schedule and coordinate programming
- Assist Marketing team in organizing and operating event set up and tear down
- Maintain inventory of office supplies and place orders as needed
- Manage storage and related supplies (seasonal, event, programming, and toolbox supplies)
- Perform opening and closing procedures
- Maintain thorough knowledge of Highstreet services, amenities, facilities, tenants, as well as community events and information
- Assist guest with directions, referrals, and tourism information
- Oversee customer feedback and initiate ways to continually improve services, in person, or by phone, email, and social media
- Edit and revise organizational documents
- Order and assign uniforms for staff
- Assist with special projects and other duties as required

Qualifications

Required Knowledge, Skills, and Abilities

- Excellent communication, organizational, and interpersonal skills
- Ability to work in a fast-paced environment while managing multiple tasks with competing priorities
- Proficient computer skills (MS Office: Word, Excel, and PowerPoint)
- Email and phone etiquette
- Physical work required

Required Training and Experience

- Administrative experience is an asset
- Completion of Grade 12 or GED
- Must legally be eligible to work in Canada

Working Conditions

Highstreet Administrative Office, located at Highstreet Shopping Centre off of Highway 1, Mount Lehman Road exit. Highstreet is an open-air shopping centre and this role includes outdoor working conditions as well as physical labour for the execution of events and programming.

To apply, please visit our website at <http://shapeproperties.com/careers>