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## Guest Services Supervisor, The City of Lougheed

### 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 THE CITY OF LOUGHEED

At Metro Vancouver's most central and connected location, a community shopping centre is evolving into Canada's largest shopping, dining, residential, and social destination. This is the City of Lougheed – a 37-acre city centre with parks, plazas, entertainment, and culture at an unprecedented scale. And with all lines of rapid transit converging here, every corner of the region is within reach. This is a city-within-a-city, a world-class destination, and a new generation of urban living for citizens and visitors alike.

Today, The City of Lougheed is a regional shopping centre with 85+ shops and services including Hudson's Bay, London Drugs, Walmart Supercentre, and Sport Chek.

### ABOUT THE ROLE

Reporting to the Marketing Manager, the Guest Services Supervisor will lead and oversee the day-to-day operations of the Guest Services team at The City of Lougheed. Always looking to go above and beyond, this team will provide exceptional service and help to create memorable experiences for our guests. The Guest Services Supervisor will work alongside the marketing team to deliver programming, signature events, and retailer promotions. The role will have a significant opportunity to contribute to the opening of Neighbourhood One, the first phase of one of Canada's largest new master-planned communities.

To succeed in this role, the candidate must be passionate about delivering the highest level of guest experience and be a dynamic leader who will inspire, motivate, and elevate their team.

### Primary Job Responsibilities

- Own and oversee all elements of personnel management including recruiting, training, onboarding, mentoring, performance management, coaching, scheduling, and payroll

- Manage and build processes to optimize Guest Services initiatives such as coat check, lost and found, weekly guest programming, and other guest offerings
- Oversee guest feedback and initiate ways to continually improve services
- Seek opportunities to introduce new processes and programs to serve our guests
- Administer the gift card operating system, including inventory and sales
- Oversee and manage the Guest Service team to ensure daily tasks are completed
- Manage the upkeep of the Guest Services space
- Prepare monthly Guest Services reports
- Manage the community event space and all bookings
- Work with the marketing team on programming, events, initiatives, and retailer collaborations
- Assist with special projects and other duties as required

## **Qualifications**

### *Required Knowledge, Skills, and Abilities*

- Strong guest experience focus
- Exceptional interpersonal communication, both verbal and written
- Superior interpersonal and relationship building skills
- Demonstrated leadership
- High level of problem-solving and conflict resolution skills
- Organized and able to complete tasks with efficiency
- Detail-oriented with a can-do attitude

### *Required Training and Experience*

- Minimum 2-3 years experience in a Guest Services role
- Experience leading a team
- Retail and hospitality experience is preferred
- Advanced working knowledge of MS Office Applications
- Undergraduate degree is an asset

## **Working Conditions**

The successful candidate may expect a comfortable and collaborative work environment at The City of Lougheed Shopping Centre, a SHAPE managed property located in Burnaby. Due to the nature of this role, the candidate may be required to work weekends or extended hours as necessary.

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