

# LANES AT MEMBERTOU

## Employment Opportunity

**Job Title:** Customer Relations & Events Supervisor  
**Department:** Lanes at Membertou Bowling Alley  
**Reports to:** General Manager

The Customer Relations & Event Supervisor for Lanes at Membertou is responsible for creating a top-notch guest experience for bowlers and diners alike. They will be actively responsible for working with customers to arrange leagues, theme nights, parties, events. The Supervisor will also work to proactively reach out to potential new customers to experience the facility, while managing the needs of existing customers. They will provide customers with outstanding service through friendly, quick, efficient, accurate and safe assistance.

### Duties and Responsibilities:

- Responsible for management of daily bookings, customer needs, promotions, lane assignment, and weekly / monthly events.
- Providing support to General Manager in creating weekly and monthly schedules for staff.
- Working closely with Membertou marketing team to create events & promotions to suit customer needs.
- Working flexible hours, including evening and weekends.
- Proactively supporting promotional activity within the facility and contribute to an effective working environment.
- Perform special projects and other miscellaneous duties as assigned by General Manager.
- Complies with Band Personnel Policy.
- Maintain positive relationships with Membertou's Internal and External Customers, ensuring transactions or information received on behalf of the Band and/or its members are kept confidential.
- Maintain and improve Membertou's Quality Management System as it relates to job related duties and/or department.
- Any other related duties as required by the General Manager.

### Qualifications:

- Diploma in Administration, Events Coordination and/or equivalent field
- 2+ years experience in customer service and/or events management
- Superior customer service skills.
- Strong verbal communication skills supported by a positive attitude
- Ability to plan activities, set goals, effectively manage time and work
- Working flexible hours, including evening and weekends.
- Proactively supporting promotional activity within the facility and contribute to an effective working environment.
- Shows ability to consistently contribute to the overall improvement of team/facility.
- Excellent interpersonal, communication and organizational skills.
- Preference given to Aboriginal peoples in accordance with the Aboriginal Employment Preferences Policy of the Canadian Human Rights Commission.

Resumes and Cover letters/Applications can be submitted to:

Membertou Human Resources Department  
**Attention: Troy Paul**  
111 Membertou Street  
Membertou, NS B1S2M9

Or via email to:  
[jobs@membertou.ca](mailto:jobs@membertou.ca)

**DEADLINE FOR APPLICATIONS:** Friday, January 15<sup>th</sup>, 2021 at 4:30 PM

*Only those selected for an interview will be contacted*