



Company Overview: Pacrim Hospitality Services Inc. (Pacrim) is a privately-owned hotel management and development company. Pacrim owns and manages 10 full-service hotels/resorts and a travel agency in the Atlantic Canada Area. Pacrim is an industry leader in the Atlantic Canada hospitality and tourism sector to identify, manage, develop, and build strategic products and services targeting the fast-growing Asian inbound tourism market.

Reference#: TA0125

Job Title: Call Centre Shift Manager

Salary/Wage: \$35.00-37.00/hour

Work Location: Digby, Nova Scotia B0V 1A0

Position Summary: Call Centre Shift Managers are responsible for directing agents' workflow and workload as well as handling complaints, concerns, and questions from customers. They are responsible for ensuring the most efficient operations via planning, organizing, training, supervising, and controlling the operations of the travel agency and call centre. Primary goal is to increase customer satisfaction and ensure that the agents meet their weekly, monthly, and quarterly quotas.

Job Duties and Responsibilities:

- Plan, organize, direct, control and evaluate the operations of the travel agency and call centre reservation services.
- Hire, train, and onboard new Call Center Agents as required to meet quotas.
- Provide coaching and assistance to call center agents on an ongoing basis, whether it be customer service support or technical support.
- Plan, develop and organize the policies and procedures of the travel agency.
- Oversee and ensure conflict resolution between associates and customers.
- Process weekly sales leads reports for submission to management.
- Ensure that all employees follow the company's best practices for call center management and operations.
- Develop presentations and talks to motivate and educate call center agents on sales and marketing techniques.
- Communicate company goals to associates and give assessments.
- Conduct periodic surveys of customers and potential customers to ensure quality control.
- Keep track of inventory, budget, sales and marketing projects, and other managerial duties.

Education and Skills Requirements:

- A Bachelor's Degree or Diploma in business, administration, communications, or related field is preferred.
- Excellent communication, management, interpersonal and leadership skills required.
- Advanced conflict resolution skills required.
- Ability to work overtime as necessary to meet quotas and guide team.

Additional Information: Position may entail some traveling within Nova Scotia.

Language(s): English essential, but candidates with foreign language skills that match profile of international clientele and the company's tourism goals is an asset.

Number of Vacancies: 2

Work Hours: 40 hours/week

Workdays: Weekdays and Weekends, Day and Night Shifts

Employment Term: Full-Time, Permanent

Benefits: Benefits Package Available

How to Apply?

Send Resumes To: Human Resources Manager, hr@pacrimhospitality.com

Work Authorization: Canadian/Permanent Resident Only. We will review this criteria and your qualifications and contact you only if you are considered for an interview.

Company Operating Name: Pacrim Hospitality Services, Inc. (PHS)

Business/Mailing Address: 30 Damascus Road, Suite 220, Bedford, Nova Scotia, Canada B4A 0C1