

Spring City – Supervisors

Job Title: Shift Supervisor

Reporting to: Shift Manager

Job role summary: Working alongside the shift manager and supervising staff in a large 2 storey leisure facility. As a customer facing role focus will be required in customer service, cleanliness and park safety.

Main Objective: to help create an exceptional visit for every guest to the park and ensuring that the parks high commitment to quality service, safety and cleanliness are met by each member of staff.

Key responsibilities:

- Provide and maintain quality guest experience and ensure best practice is carried out amongst all staff
- Oversee large areas of the parks functionality and become an expert in safety, cleanliness , systems and service to all guests
- Support and train new staff in their duties
- Organise staff breaks/ lunches ensuring optimal coverage on the park at all times
- Liaise with other floor supervisors to ensure smooth operation in the park
- Report park incidents to the Managers Office and deal with customer complaints

Skills, personal attributes and experience:

- DBS check is essential
- Experience in a supervisory role is essential (1 year)
- Outstanding customer service and complaint handling skills required
- You should be able to think quickly, react to situations calmly and responsibly
- Excellent communication skills both face to face and on the telephone
- Manage your and others time effectively
- Prioritise jobs and report into Shift Manager regularly
- Basic First Aid Training would be desirable. Full training will be given.

Working Hours:

Flexibility is essential to the role as the park has extended operating hours. Shifts will vary but will include days, nights, weekends and bank holidays.

Part time and full time positions available from 20-37.5 hours week.

Please complete the Spring City application form and return to jobs@springcity.co.uk

