

## Customer Care Representative (Aberdeen Centre)

Term of Position: Weekends & Holidays  
Saturday 11am – 8pm, Sunday and Statutory Holidays 11am – 7pm  
Location: Aberdeen Centre - Richmond BC

### Overall Role and Responsibilities, but not limited to:

Primary role of the CCR is to co-ordinate the day to day functioning of the Customer Care Centre, with the intent of providing superior and professional customer services to mall patrons.

- Take a proactive approach in enhancing customer service initiatives and providing moments of surprise and delight for the customer
- Provide front line feedback to mall management on customer service program or promotional events
- Supervise, administer and coordinate all day-to-day aspects of the customer service desk, including:
  - mall information/parking
  - visitor/tourist/transit information
  - tenant coordination
  - liaise with delivery and security personnel
- Provide prompt and accurate response to customer enquiries, feedback and complaints conducted in a timely and professional manner
- Familiarize with regular mall events/activities and able to answer related queries by customers
- Facilitate and assist with mall promotions and tourist programs as required
- Maintain all customer care equipment, furniture and fixtures and keep the Customer Care Counter clean, tidy and well-stocked at all times

### The candidate must be:

- Minimum grade 12 high school diploma or equivalent
- **Ability to speak English, Cantonese / Mandarin is a required asset**
- Proficient in written English.
- Familiar with Richmond and Vancouver area (capable of providing directions to customers)
- Excellent organizational, interpersonal and communication skills in dealing with customers by phone and face-to-face
- Problem solver in the face of customer complaints
- Courteous, customer oriented, able to work under pressure in a fast paced environment
- Professional, punctual and on time
- Strong computer skills: Microsoft Word, Excel, Outlook

Please email your resume to [promotion@aberdeencentre.com](mailto:promotion@aberdeencentre.com) or fax to 604-270-9963. Thank you for your interest in this position. Only qualified candidates will be notified. NO PHONE CALL PLEASE.