

## Guest Services Floor Supervisor Part-time Hourly

With 200,000 square feet of convention space, a central location in the Fallsview Entertainment District, walking distance to 4,000 branded guest rooms and easy access to wine country, you can plan to be impressed by Niagara Falls Convention Centre — Niagara's largest meetings and events facility.

The **Niagara Falls Convention Centre** is looking for a dynamic professional to join our team as a Floor Supervisor in our Guest Services department.

The successful candidate will act as a liaison between Meeting Professionals, customers and all operating departments to ensure a high standard of quality guest services is delivered. This position creates a visible and accessible floor presence to anticipate, understand and act upon Client requests. The Floor Supervisor maintains a standard of service that is satisfactory to the Client while enforcing NFCC policies and procedures and fostering relationships generating new and repeat business.

### **Duties and Responsibilities include but are not limited to:**

- Proactively monitoring Client functions, spending 95% of each shift interacting with Meeting Professionals and their attendees, ensuring that customer satisfaction is met and exceeded;
- Guiding Guest Service Representatives to deliver quality service aligned with NFCC standards and event objectives;
- Liaising with the Event Management Team, audiovisual suppliers, service contractors and production companies ensuring that NFCC's exemplary customer service standards are upheld;
- Promoting and up-selling all services of NFCC's official and exclusive suppliers;
- Assuming responsibility of Manager on Duty as required for scheduled events;
- Conducting initial introductory site inspections with Clients and Contractors, assuming the role as the primary contact to the facility endorsing all services throughout the event;
- Ensuring that Client requests are taken care of in a timely fashion;

- Reviewing all relevant written communication and verifying the accuracy of event resumes and work orders;
- Continually inspecting the cleanliness and maintenance of function space and the public area ensuring that it is clean and presentable;
- Preparing post-event reporting and recommendations, noting attendance, the weather of the day, relevant times etc.;
- Finalizing and collecting incidental charges and invoice wrap up;
- Ensuring fire safety standards are met.

### **Required Knowledge, Skills, Abilities and Other Attributes:**

- Minimum of three to five years of experience in a fast-paced customer service environment;
- A diploma in Hospitality or Event Management is considered an asset;
- Previous experience in Event Management and Event Coordination is required;
- Working knowledge of room setup and conference services;
- Knowledge of EBMS or other relevant Event Management Systems preferred;
- Understanding of fundamental standards of Convention Services/ Banquet Departments and general Convention Centre operations;
- Ability to work under high pressure;
- Ability to think fast and make confident decisions during emergencies;
- Ability to work independently and in a team-focused environment;
- Solid English verbal and written communication skills;
- Active listening skills are required;
- Exceptional computer skills in Microsoft Word and Excel;
- Proven administrative and organizational skills;
- Strong ability to delegate and follow-up;
- Strong ability to resolve Client and guest problems or complaints in accordance with NFCC established policies and procedures;

- A highly motivated self-starter;
- Positive customer service philosophy is a must;
- Ability to multi-task quickly and effectively;
- First Aid/CPR Certified;
- Flexibility to work a variety of shifts, (evenings/weekends/days/overnights/holidays), and to respond to changes in business conditions by extending shift hours.

### How to Apply

Email your resume and cover letter to [careers@fallsconventions.com](mailto:careers@fallsconventions.com) with the subject heading "Floor Supervisor."

Niagara Falls Convention Centre is an equal opportunity employer. We are committed to inclusive, barrier-free recruitment and selection processes and work environments. If you are contacted for a job opportunity, please advise Human Resources of any accommodations needed to ensure you have access to a fair and equitable process. Any information received relating to accommodation will be addressed confidentially.

We thank all candidates for their interest and will directly contact those selected for an interview.