



## Customer Service Managing Supervisor

Do you have a strong work ethic and are passionate about education and community programs? Be part of a team where you can work for a non-profit organization and make an impact on students to learn more! You can make a difference in the world by giving students the opportunity to access free and affordable educational services!

### **About York Region Educational Services:**

York Region Educational Services (YRES) is a not-for-profit organization that provides individuals in York Region and beyond with free and affordable educational resources in a safe and supportive environment that inspires, motivates, and helps set the foundation for personal growth.

### **About this opportunity:**

As a Customer Service Managing Supervisor, you will oversee daily customer service operations, support community-facing inquiries, and ensure customers receive accurate and respectful assistance. You will supervise and train staff, develop service standards, address escalated concerns, and contribute to building a responsive and supportive customer experience system.

Key responsibilities are as follows:

- Supervise, coach, and mentor customer service team members.
- Set performance targets and conduct regular evaluations.
- Develop and deliver training programs to enhance staff skills.
- Monitor customer interactions to ensure service quality.
- Handle escalated concerns and complex customer issues.
- Implement customer feedback tools and improvement processes.
- Manage daily workflows, staffing schedules, and resource allocation.
- Develop and enforce customer service policies and procedures.
- Analyze performance metrics and prepare detailed reports.
- Collaborate with sales, marketing, and program teams to align communication.
- Serve as a liaison between customers and internal departments.



- Identify service gaps and recommend improvements to senior management.
- Ensure positive, timely, and accessible customer experiences across all channels.
- Deliver day camps (e.g., March Break Camp, Weekend Camp, and Summer Camp) and other virtual and in-person educational programs across the Greater Toronto Area.

**Requirements:**

- Strong leadership and supervisory experience.
- Excellent verbal and written communication skills.
- Customer service experience in a supervisory or management capacity.
- Ability to resolve conflicts and handle escalations professionally.
- Strong organizational and time-management abilities.
- Proficiency in Google Workspace and customer service software.
- Ability to work 35 to 40 hours per week, including evenings and weekends based on scheduling needs.
- Mobility to commute to locations across the Greater Toronto Area.
- A valid Standard First Aid with CPR-C certification and a satisfactory Vulnerable Sector Check are required (not reimbursed). These must be completed before the first day of work.

**Assets:**

- Experience managing customer service teams in non-profit, education, or community sectors.
- Experience working with diverse community populations.
- Knowledge of CRM systems and digital communication tools.
- Fluency in more than one language (reading, writing, speaking, and listening)
- Access to a car and a valid G2/G driver's license.

This is a fully in-person position. Salary ranges from \$18-26/hour, dependent on experience, skills, education, and role.