

## Customer Service Manager/Customer Service Assistant Manager

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Company: Drakes Supermarkets

Location: Australia

Category: other-general

Exciting Career Opportunity

**Dynamic growing company**

**Potential for promotion**

Drake Supermarkets is a Retail industry success story. A family owned and operated private company, we are Australia's largest independently-owned supermarket chain. Due to our unprecedented growth, we provide excellent career opportunities within our company.

The successful applicant will be given the opportunity to treat the department as if it were their own business. They will be given the flexibility to tailor the stores service and products offering to meet the specific needs of the customers within the local area.

**Working as a part of an enthusiastic team, in a highly competitive supermarket environment, applicants will be expected to demonstrate:**

Significant front end and POS knowledge

Unparalleled commitment to customer service

Experience in leading and managing team members

Accurate staff rostering

Passion and enthusiasm, with a very hands on approach

Excellent communication skills

Ability to liaise with both team members and management

Ordering and cost control expertise

Strong leadership and delegation skills

Ability to coach, train and performance manage team members

Commitment to work health and safety standards

**To succeed within our organisation, applicants must be able to:**

Display a passion for customer service

Express a positive can do attitude

Problem solve

Lead by example

Motivate a team

Communicate effectively with management, team members, customers and external stakeholders

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