



Customer Service Assistant Manager

Job Description

Title

Customer Service Assistant Manager

Reports To

Customer Service Manager

Wage

Starting at \$18.00 per hour

Position Summary

The Customer Service Assistant Manager supports the day-to-day operations of the Customer Service department and ensures a consistently positive guest experience. This role involves leadership, training, administrative support, and direct guest interaction. It requires a high level of professionalism, attention to detail, empathy, and the ability to manage a variety of tasks in a fast-paced, high-volume environment. The ideal candidate brings a hands-on, team-focused mindset and thrives on delivering exceptional guest service while supporting front-line staff and internal teams.

Key Responsibilities

- Model and promote Rabbit Hill's core values—**Accountability, Innovation, Adaptability, Passion, and Community**—through daily actions, team support, and guest interactions.
- Deliver and uphold a friendly, welcoming, and professional atmosphere for all guests and staff.
- Demonstrate a "do what it takes" attitude while remaining courteous, patient, and tactful in all guest interactions.

- Respond promptly to guest inquiries in person, over the phone, and via email.
- Resolve guest concerns effectively, escalating more complex issues to the Customer Service Manager as needed.
- Process ticket and product sales through in-person and online systems.
- Accurately handle cash, floats, and debit/credit card transactions.
- Promote and sell all Rabbit Hill products, passes, and experiences with enthusiasm and product knowledge.
- Adhere to and enforce company policies and procedures.
- Assist in training, mentoring, and evaluating front-line staff in collaboration with the Customer Service Manager.
- Must be willing to cover additional shifts as needed, including on short notice. This may include evenings, weekends, and holidays to support team coverage and operational needs.
- Foster proactive, positive relationships with coworkers across all departments.
- Participate in emergency response procedures and support safety initiatives.
- Perform light cleaning and upkeep of the guest services area.
- Take on other tasks and occasionally support other departments as assigned.

Requirements

- Must be 18 years of age or older.
- Minimum of 2 years' experience in a customer service supervisor or management role.
- Prior experience in a supervisory or assistant manager position is an asset.
- Must be available to work Monday to Friday until the season begins, then transition to a Sunday to Thursday schedule. This includes working at least one evening shift during the week. Additional flexibility on weekdays and holidays is also required.
- Excellent interpersonal, leadership, and motivational skills.
- Professional and empathetic demeanor with the ability to de-escalate tense situations.
- Clear and confident oral and written communication skills.
- Strong multitasking and time-management abilities.
- Proficient with Microsoft Office and general computer systems.
- Ability to manage confidential or sensitive information responsibly.
- Strong telephone and listening skills.
- Well-organized, detail-oriented, and proactive.
- Reliable vehicle and valid driver's license required.

Working Conditions

- Primarily indoor office environment, which may experience temperature changes from open doors or windows.
- Occasionally required to work outdoors in a variety of weather conditions.
- Fast-paced, high-intensity, and sometimes loud work environment.
- Extended periods of standing and walking during shifts.
- Regular bending, twisting, reaching, pulling, pushing, and lifting (up to 30 lbs).
- Use of cleaning agents and chemicals as part of daily upkeep duties.