

Wilmorite Management Group is looking for a Mall Customer Service Booth Manager. The booth manager is responsible for overseeing the daily operations and staffing of a Mall Customer Service Center. This position includes both management and hands-on customer service roles.

Responsibilities include but not limited to:

- Oversee and maintain daily customer service booth operations
- Hiring, training, monitoring and coaching staff
- Cash management, banking and reporting
- Equipment and file maintenance
- Supply inventory
- Resolve customer conflicts and handle escalation procedures

Qualifications:

- High School diploma or equivalent
- Retail Management experience preferred
- 3+ years' of customer service/retail experience
- Strong supervisory skills
- Excellent written and verbal communication skills
- Proficiency in Microsoft Office suite (Outlook, Excel, Word, etc.)
- Must be willing to travel to properties within Rochester, NY area
- Must be available to work a flexible schedule including some nights and weekends

\$14.00 hourly rate, commensurate with experience.

To apply please send a resume and cover letter to: Kara Selke, Customer Service Department Manager, Wilmorite Management Group, One Miracle Mile Dr, Rochester, NY, 14623 or email kselke@wilmorite.com. Please include your required hourly rate in your cover letter.