



Title: Customer Service Supervisor

Reports to: Customer Service Manager

Company

At Onsen, we don't just offer a service we create an unforgettable experience. Nestled in Queenstown's breathtaking landscape, we create a world-class retreat of relaxation, indulgence, and connection.

We're passionate, and proud of what we do. Every team member plays a part in shaping the journey, elevating every detail, embracing what's next, and growing together.

The Role

Step into a leadership role at one of Queenstown's most iconic destinations.

As a Supervisor at Onsen Hot Pools, you will guide and inspire a talented team, ensuring every detail of our operation reflects the tranquillity, luxury, and service excellence our guests expect. From overseeing daily operations to creating a welcoming and polished atmosphere, you will play a pivotal role in delivering seamless, memorable experiences.

This hands-on position is ideal for a confident leader with a passion for people, operational expertise, and a commitment to upholding the highest standards of hospitality.

Duties and responsibilities

Staff management

- Managing the team during the shift. This includes providing guidance and ensuring all the team members are performing their duties effectively. This includes all departments, Customer Service, Reservations, Massage Therapists, Bus Drivers and Maintenance.
- Assist with the hiring, training, monitoring, and evaluation of new and existing staff members.
- Prepare daily work schedules, assigning staff to their duties and monitor staff weekly hours.
- Instil brand values and foster a positive work environment. Motivate, encourage, and drive the team to maintain the correct level of professionalism.
- Monitor and maintain high standards of presentation of the staff.
- Conduct regular performance evaluations and provide feedback to employees.

Customer Service

- Maintain a friendly and welcoming atmosphere for guests.
- Ensure high level of customer satisfaction by addressing guests' inquiries and requests promptly and professionally.
- You will handle all guest, internal customer enquiries in a courteous and efficient manner, following through to make sure problems are resolved satisfactorily.
- Manage unexpected or exceptional situations like complaints, overbookings, or short notice rescheduling / cancellation due to equipment problems.

- Where clients behave unacceptably (e.g., smoking in their pool, make too much noise, too many people in a pool) politely but firmly advise the clients of the relevant policy and the consequences if their behaviour continues.
- Inform clients that their allotted time is coming to an end and politely encourage clients to leave their pool room on-time. Politely engage with clients who wish to discuss their experience while avoiding excessive operational delays.
- Be aware of any group bookings and be ready to assist as required.

Operational duties

- Open the facility at the start of day and close the facility at the end of the day; duties which include many sub-tasks such as securing the facility at night, counting the day's cash takings, and preparing bank deposits, etc.
- When required drive the courtesy shuttle bus to and from town.
- Demonstrate comprehensive cross-departmental knowledge to provide assistance as required.
- When required, restore pool rooms and changing areas to high standards of cleanliness and presentation after each use, including the pool water and pool interior using specialised tools provided. Prepare retail items for clients, such as drinks, food, towels and/or packages.

Front line and Reservations duties

- Assist with guest's check-in, accompany clients to their pool room while providing general information about the facility's operation.
- Liaise with clients (in person, by telephone, and by email) to answer queries, seek clarification, make, or alter bookings, take payments.
- Closely monitor all bookings for the day ahead and for the coming days, to identify any that are confused, incomplete, or erroneous, and correct problems in advance before our clients' experience is impacted.
- Manage unexpected or exceptional situations like complaints, overbookings, or short notice rescheduling / cancellations.
- Stay up to date with Onsen services, offerings, and pricing.

Quality Assurance

- Perform regular patrols of the facility to ensure they meet or exceed quality and cleanliness standards and to identify and rectify an issue.
- Implement improvements to enhance the guest experience.
- Communicate with the Maintenance Team to ensure a smooth-running operation.
- Relay guest needs and communicate equipment issues with the Maintenance Team
- When required, Conduct plant-room procedures. (E.g., Raising the water level in a pool, raising the pool temperature, etc.)

Safety and compliance

- Ensure the health and safety of all staff and guests.
- Report all incidents and accidents using proper documentation.
- Follow company policies and procedures and communicate them to all staff.
- Coordinate any evacuations or emergency situations in accordance with Health and Safety Policy
- Protect the business through enforcing and maintaining controls and practices to protect the integrity of Onsen Hot Pools.

Stock inventory

- Monitor stock levels and reorder items as necessary
- Monitor stock levels in the merchandise shop, ensure correct pricing is displayed.

Other responsibilities

- Ensure staff breaks and cover for staff while on breaks as and when required.
- Attend management and staff meetings as necessary.
- Other general tasks as directed by the administration/management team.
- Perform other work-related activities as requested.

Skills and Experience

- Demonstrated experience in leading a team; At least 1 year at a supervisory level essential or diploma in relevant field
- 2 years front-line experience with at least 1 year's customer service experience
- Duty Manager certificate required
- NZ Driving licence required
- P Endorsement required
- Ability to supervise, prioritise, and thrive in a dynamic environment.
- Exceptional customer service skills and proficiency with booking systems
- Meticulous organization, delegations, and an eye for detail
- Strong written and verbal communication skills

Personal Attributes

- Outstanding interpersonal skills and the ability to inspire and engage.
- A passion for continuous learning and growth
- Ability to mentor and coach staff
- Expert problem-solving in guest-centric, fast-paced environment.
- Lead by example and motivate your team to success.
- Thrive in high-pressure environments.
- Flexibility in roster scheduling is a must, as you'll be expected to work a combination of morning and evening shifts on both weekdays and weekends.

To apply for this position, go to: <https://www.onsen.co.nz/careers/>