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Manager, Customer Experience

VIA RAIL CANADA

Winnipeg, MB, CANADA

Customer Service

Posted 7 Days Ago.

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Are you passionate about customer service and the travel industry? Do you enjoy managing and coaching people to elevate their game and bring the best out of them? If you're looking for a job in a fast paced

environment where you get to use your problem solving skills in a team atmosphere then this is an opportunity for you!

We are currently looking for a Manager, Customer Experience to join our Winnipeg team to cover a varied schedule, including some evenings, weekends and holidays.

As Manager, Customer Experience, you will manage, supervise, coach and develop Customer Experience staff in the performance of a broad range of customer service touch point activities related to On-train and Stations Operations, including overseeing the crewing of VIA's Rails trains in the Western Region, conducting employee performance and regulatory audits, overseeing staffing levels, on time departures, handling emergency response, customer issues and platform management.

- University / College education in management or other related field of study.
- Minimum of five years' experience in a supervisory role in a customer service environment, preferably in a unionized environment.
- Solid customer services skills and in depth knowledge of health and safety training.
- Familiar and experienced with Canada Labour Code and Human Rights.
- Knowledge of Unifor collective agreements, an asset.
- Proficient with MS Office Suite.
- Strong verbal and written communication in both official languages
- Flexibility and availability to travel and work shifts, including weekends and holidays.

LEADING PEOPLE: Leads teams with integrity and uncompromising respect for corporate conduct and safety standards.

WORKING TOGETHER: Builds team skills to work effectively with own team and fosters collaboration amongst team members.

MAKING THINGS BETTER: Demonstrates strong problem-solving techniques. Leads the team in response to short term changing priorities while maintaining standards.

DRIVING RESULTS: Sets priorities for employees to meet daily deadlines; develops plans to meet short term objectives and allocates resources accordingly. Has solid organizational skills.

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About VIA RAIL CANADA



Our employees are key contributors to operating 420 trains weekly on 12,500 kilometers of track, serving 450 communities across the country, from coast to coast and north to Hudson Bay. They believe in our more human way to travel. They share our passion for quality services, traveller satisfaction and safety. They continue to make us a leader in travel and tourism experiences in Canada. Over the coming years, together, we will tackle ambitious passenger rail modernization and expansion projects. We will also experience the retirement of many colleagues. This will open the door to a wealth of opportunities for motivated individuals who embrace our mission and values.

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