

Bournemouth Airport **Customer Service Leader (Department Manager)**

Position: Full Time 38.75 hours per week, full time, permanent. Working pattern – 5 days out of 7, between the hours of 5am-10pm

Salary: Competitive Annual Salary plus 12% Management Bonus

Benefits: Fantastic benefits inc free parking, bonus scheme, wellbeing support (EAP), staff discount, travel discount, life assurance, pension, health cash plan (dental, optical, medical, health and fitness discounts - cash back plan)

Department Managers (CSL's) at World Duty Free have a very important role to play in our stores, inspiring and driving the team to deliver an exceptional customer service experience, through coaching leading and role modelling store standards.

Your responsibilities will be to:

- Lead, develop and motivate the team to achieve their sales targets in staff huddles
- Focus on delivering an exceptional customer service experience
- Role model the shop floor positively
- Work collaboratively with your peers, the team of Customer Service Leaders
- Maximise on your department / category performance

What do you need, to be a Department Manager at World Duty Free?

- Experience in successfully managing a team within a retail customer service and sales environment.
- Excellent interpersonal skills and able to articulate in clear manner in English to all levels of the organisation.
- Customer focused and able to engage and influence internal and external customers.
- Self-motivated, passionate, enthusiastic and an effective team member/ leader.

World Duty Free will provide a **full induction and comprehensive training**, to ensure the best start for you and your new role. You will work alongside some fantastic, experienced colleagues who will support your **learning** and encourage your **growth** and career **development**.

In addition, your **benefits** will include:

- Company bonus scheme
- Employee Assistance programme – Confidential advice service to support our teams on a range of issues including, personal & financial – your wellbeing is important to us!
- Discounts on products for our staff, family, and friends
- Travel discounts



- Free parking
- Pension scheme
- Healthcare

We know, to be a great employer, we rely on thousands of colleagues being dedicated to coming to work every day with a smile and giving our customers exceptional service. For us to be a great employer, our aim is for you to be a part of our **people promise**, to be treated with **respect**, be **engaged** in your job, to **grow your skills and receive fair recognition and reward**. You can find out more about our benefits and values at worlddutyfreejobs.com/about_wdf/

At World Duty Free we are dedicated to building a diverse, inclusive and authentic workplace, so if you're excited about this role but your previous experience doesn't align perfectly with every element in the advert, we encourage you to apply anyway. You may be just the right candidate for this or for other roles.

We are proud to be a Disability Confident employer, so if you have a disability, we can support you with adjustments that need to be made.

The application process:

To apply please contact Alison Cramphorn Regional Resourcing Advisor via email alison.cramphorn@dufry.com. Once received, we will review your CV for the relevant skills and experience required for the role. If you are selected, we will contact you to arrange a telephone conversation as the first part of our recruitment process. To ensure you don't miss out on the opportunity, please make sure all contact details on your CV are correct and up to date. We look forward to speaking with you soon!