

**CAREER OPPORTUNITY
SUPERVISOR, CUSTOMER EXPERIENCE
CUSTOMER EXPERIENCE DEPARTMENT**

JOB SUMMARY: - The holder of this post is responsible for ensuring that a high level of cleaning is provided and sustained daily in keeping with world class standards. The position has direct responsibility for the supervision and deployment of the Cleaning Leads and teams and is responsible for ensuring that standard operating procedures are adhered to in addition to enforcing quality and customer service standards. The Supervisor consults with the Manager regarding current tasks and assists with the planning of future projects.

KEY DUTIES AND RESPONSIBILITIES: -

- Supervise the cleaning team and works with the leads to ensure the effective deployment of team members
- Ensure that terminal facilities are cleaned at world class standards
- Assists with training programs for the team and orientation of new team members.
- Update Standard Operating Procedures (SOPs) as the need requires.
- Schedules special cleaning projects on a monthly or quarterly basis
- Any other duties assigned by the Manager, Customer Experience.

QUALIFICATIONS: -

- Post secondary education in related field.
- 3-5 years of experience in supervisory position
- Proficiency in Microsoft Suite
- Strong analytical skills and proficiency in recognizing problems and providing suitable solutions in a timely manner.
- Excellent communication skills and ability to establish effective business relationships with key stakeholders and external contractors.
- Knowledge of inventory control
- Knowledge of basic good housekeeping skills
- High energetic self-motivated individual

EXPECTATIONS: -

- Serves as an exemplary role model
- Complies with all company policies and procedure
- Reports to work on time each day and work additional hours if required.
- Must comply with safety policies and procedures as required and acquire material safety data in respect to cleaning products
- Provides excellent customer service to internal and external customers
- Assist with the preparation of reports
- Must have an eye for detail and be able to act on own initiative.
- Demonstrates a positive attitude

Resumes and certificates should be forwarded via email to people@nas.bs on or before **Friday, July 25, 2025**. Please indicate the position you are applying for in the subject field. Only candidates meeting the requirement will be contacted.