

CUSTOMER SERVICE SUPERVISOR

Job Description:

Supervise the LVIP, Bethlehem, Easton, Phillipsburg, and Clinton Trans-Bridge Tours Ticket Offices, make reservations and sell Casino, New York City, One-Day Tours and Multi-Day Tours.

Job Duties and Responsibilities:

- Coordinate activities with General Manager
- Work in tandem with Terminal Manager i.e. staff, supplies, issues, etc.
- Scheduling office staff
- Submit timesheets to payroll
- Train employees on policies and procedures
- Handle staff issues and discipline when necessary
- Conduct performance reviews
- Maintain employee files
- Visit offices as needed
- Handle customer service issues
- Telephone and ticket counter reservations and sales for Casino, New York City, One-Day Tours and Multi-Day Tours
- Provide New York City, Newark Airport and JFK Airport schedule and price
- Offer and sell travel insurance
- Handle One-Day, Multi-Day and Long-Term parking permits
- Assist with Pier Transfers to NY and Bayonne
- Process refunds
- Daily cash out report
- Weekly, monthly and quarterly reports for Operations and General Manager
- Attend weekly Manager's meeting
- Order office supplies
- Order brochures, replenish brochure rack and hang flyers
- Opening and closing of office as needed
- Perform other duties as directed

Send salary requirement and resume to hr@transbridgelines.com