

Customer Service Managing Supervisor

Do you have a strong work ethic and are passionate about education and community programs? Be part of a team where you can work for a non-profit organization and make an impact on students to learn more! You can make a difference in the world by giving students the opportunity to access free and affordable educational services!

About Peel Region Educational Services:

Peel Region Educational Services (PRES) is a not-for-profit organization dedicated to providing individuals across the Peel region and beyond with accessible, free, and affordable educational resources. We offer a safe and supportive learning environment designed to inspire, motivate, and empower individuals as they build a strong foundation for personal growth.

About this opportunity:

As a Customer Service Managing Supervisor at PRES, you will lead and oversee the customer service team to ensure exceptional service experiences. Your role focuses on maintaining smooth daily operations, achieving performance goals, and delivering timely, high-quality support that strengthens client loyalty and enhances the organization's reputation.

Key responsibilities are as follows

- Supervise, coach, and mentor customer service representatives to support skill development and professional growth
- Set clear performance expectations, conduct evaluations, and deliver ongoing training programs
- Monitor customer interactions and manage escalated issues, ensuring efficient resolution of complex concerns
- Implement processes for gathering and acting on customer feedback to improve service quality
- Manage workflows, staffing schedules, and resource allocation to meet service demands effectively
- Develop and enforce customer service policies, procedures, and service standards that support organizational objectives
- Analyze performance metrics, identify areas for improvement, and prepare reports to support strategic decision-making
- Collaborate with sales, marketing, and product teams to ensure seamless customer experiences
- Communicate updates, best practices, and new initiatives to staff while fostering a positive team environment

- Serve as a bridge between customers and internal teams to support proactive problem-solving and continuous service improvement
- Deliver day camps (e.g., March Break Camp, Weekend Camp, and Summer Camp) and other virtual and in-person educational programs across the Greater Toronto Area

Requirements:

- Experience in customer service supervision, team leadership, or management roles
- Strong communication, interpersonal, and conflict-resolution skills
- Ability to manage staff performance, develop training programs, and support team growth
- Strong organizational and problem-solving abilities
- Ability to work full-time, including weekdays and one weekend day depending on scheduling
- Ability to travel across the Greater Toronto Area including Peel Region and Toronto
- A valid Standard First Aid with CPR-C certification and a clear Vulnerable Sector Check are required prior to start date (not reimbursed).
- Candidates must be between 15-30 years of age, a Canadian citizen/permanent resident/refugee protection status, and have a valid SIN.

Assets:

- Experience in non-profit, educational, or community program environments
- Experience with customer service software, ticketing platforms, or CRM systems
- Experience working with diverse or underrepresented communities
- Multilingual skills (reading, writing, speaking, listening)
- Access to a vehicle and a valid G2/G Ontario driver's license

This is a fully in-person position. Salary ranges from \$18-26/hour, dependent on experience, skills, education, and role.