

## Customer Service Managing Supervisor

Are you passionate about education? Join a team that leverages technology to transform how students learn new languages and explore their interests in STEAM. There's no better place to make a meaningful impact—be part of U+ today!

### About U+:

U+ is a global, innovation-driven educational technology company dedicated to the long-term success of our students. We offer students worldwide an interactive, language immersion experience. Beyond language programs, U+ has expanded its offerings to include STEAM programs, which encompass coding and various camp programs, and public speaking programs. With this expansion, we are eager to collaborate with talents from various disciplines to foster growth and development within the U+.

### About this opportunity:

As a Customer Service Managing Supervisor at U+, you will lead and support the customer service team to ensure every customer receives exceptional, timely, and high-quality support. Your leadership will help maintain smooth daily operations, strengthen customer loyalty, and enhance the organization's overall reputation. By guiding staff, resolving escalations, and optimizing service processes, you will play a critical role in delivering outstanding service experiences.

Key responsibilities are as follows:

- Supervise, coach, and mentor customer service representatives to strengthen performance and professional growth.
- Set clear expectations, conduct regular evaluations, and deliver ongoing training.
- Develop and enforce policies, procedures, and service standards that align with organizational goals and operational requirements.
- Analyze customer service metrics and prepare reports that support strategic planning and decision-making.
- Collaborate with sales, marketing, and product teams to ensure cohesive, seamless customer experiences across all touchpoints.
- Serve as a liaison between customers and internal teams, facilitating proactive problem-solving and service enhancements.

- 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 related roles.
- Strong communication, conflict-resolution, and coaching skills.
- Ability to manage high-volume environments while maintaining service quality.
- Proficiency in customer service software, CRM tools, and performance monitoring systems.
- Candidates must be between 15–30 years of age, a Canadian citizen/permanent resident/refugee protection status, and have a valid SIN.
- A valid Standard First Aid with CPR–C certification and a clear Vulnerable Sector Check are required prior to start date (not reimbursed).

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