



I. JOB DESCRIPTION			
I.1	Identification Facts		
Area	Functional		KidZania Ministry
	Customer Service		Consumer Protection
Contribution Level	Jr. Associate		
Organizational Level	10		
KidZania Government Level	State		
KidZania's Key Position	<input type="checkbox"/> Yes		<input checked="" type="checkbox"/> No
Position Location	<input type="checkbox"/> State Offices		<input checked="" type="checkbox"/> Facility
Employment Type	<input checked="" type="checkbox"/> Full Time	<input type="checkbox"/> Part Time	<input type="checkbox"/> Project
Contract Type	<input checked="" type="checkbox"/> In House	<input type="checkbox"/> Shared Services	<input type="checkbox"/> Outsourced

I.2	Scope
Position Summary	The Customer Service Operations Jr. Associate ensures KidZania customer satisfaction, by providing problem-solving strategies, in case of any incident, complaint and/or suggestion that may come from KidZania visitors.

I.2	Scope
Responsibilities	<ul style="list-style-type: none"> • Attend and coordinate all kind of visits from investors, business partners, industry partners, team members and communities that are part of or need to better understand the KidZania concept • Support in the orientation, training, and coaching of KidZania collaborators concerning customer experience • Accomplish customer service objectives by preparing and completing action plans; fulfilling quality and customer-service criteria in order to provide solutions through the identification of customer needs trends as well as determining if the service improvements are adequate to the expected and unforeseen changes in the environment • Regulate customer service requirements through frequent contact with visitors; supervising KidZania facility in order to benchmark the best practices using the previous information analysis and complaints log • Create customer service area policies and procedures, according to KidZania's standards • Develop and improve customer service quality outcomes by examining, evaluating, and adapting service processes, this being done by ensuring and communicating service statements; supervising results and making the proper changes that may apply • Create, record and control incident statistics, issues, complaints and solutions provided data • Generate weekly management reports to deliver to the Facility's Manager in order to make the service processes more efficient • Employ a variety of analysis tools to improve customer experience. • Gather customer feedback, analyze it and then design specific practices for the benefit of KidZania visitors • Participate in daily briefings and debriefings meetings
Key Project Deliverables	<ul style="list-style-type: none"> • Incidents report • Complaints and feedback report • Action plan report • Weekly management report • Survey Monkey report
Key Performance	<ul style="list-style-type: none"> • Customer Services Overall Satisfaction

I.2	Scope
Indicators	<ul style="list-style-type: none"> • Satisfaction Improvement • Customer Retention • Customer Satisfaction Score • Number of Complaints (resolved / unresolved) • Complaints Escalation Rate • Response Time • Positive survey results

I.3	Key Relationships	
Reports to	Facility's Sr. Manager	
Direct Reports	None	
Indirect Reports	Marketing Sr. Manager	
Internal Interactions	Area	Purpose
	Facility's Manager	Deliver weekly reports in terms of customer satisfaction Report complaints
	Marketing	Provide information and data related to clients, events and public relations Coordinate special social events with Marketing Report complaints for social media follow up Strategies development to ensure the best experience for visitors
	Establishments	Support area when special issues arise with costumer's Frequent review to ensure the appropriate activities execution
	Talent Learning	Support in special training in regards to customer service topics
External Interactions	Area	Purpose
	Visitors	Provides support and assistance in regards to complaints or accidents resolution
	Insurance Companies	Provide information needed for providing the corresponding insurance service to our visitors

	Hospitals	Coordinate the process of receiving visitors into their premises for medical attention
Organizational Chart	<pre> graph TD A["L14 Facility's Sr. Manager 8 FT"] --- B["L10 Customer Service Operations Jr. Associate 1 FT"] </pre>	

II. JOB PROFILE	
II.1	Qualifications
Educational Background	Theater Production, Marketing, Advertising
Educational Degree	Bachelor's Degree or Higher
Work Experience	3 years of experience in the entertainment industry, preferably in creative production
Position's Specific Knowledge	<ul style="list-style-type: none"> • Business Administration • Strategic Planning and Budget Management • Creative Design and Production • Conceptual Design and Project Management and Development • Marketing and Advertising Knowledge is a plus
Languages	Advanced Level of English
II.2	Competencies
KidZania's	Quality Focus, Driving Results, Creativity and Innovation
By Government Level	Strategic Talent Management, Compliance

II.2	Competencies
By Functional Area	Negotiating, Relationship Building, Influence and Persuasion
II.3	Requirements
Travel	None
Working	Available to work during weekends and to work with challenging customers (adults and kids)
Physical	Persistence sufficient to resist long working activities under pressure