

# CONTACT CENTRE MANAGER



## YOU ARE PART OF WHAT WE ARE AND WHAT WE DO

Our Vision at Bahrain Surf Park (BSP) is to bring surfing to the nation and spark a love for health, wellbeing, and fun through Waves for All. We attract visitors from every continent, building Bahrain's surf culture, and establishing BSP not only as the Premier Surf Destination of the Middle East, but as a place that celebrates joy, with Water, Waves and Surfing at our core.

Our culture thrives through:

- Waves for All:** Champion inclusivity and creative expression for everyone.
- Aloha Spirit:** Lead with positivity, collaboration, and kindness.
- Vitality:** Bring energy, balance, and wellbeing into your work.
- Strive for Excellence:** Deliver quality and innovation at every turn.
- Creating Smiles:** Use design and creativity to bring joy to our guests and colleagues.

**Location:** Bahrain Surf Park

**Reports To:** Head of Guest Experience

**Working Hours:**

- **Full-time position**
- **Shift pattern: 5 days per week, including weekends and public holidays on a rotational basis.**
- **Operating hours: 8:00 AM – 10:00 PM (shifts will cover morning, afternoon, and evening).**
- **Flexibility required during peak seasons and special events.**

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# KEY RESPONSIBILITIES

- Continually improve guest satisfaction and minimise dissatisfaction
- Role model and promote best practices across calls, emails, social media and all guest interactions
- Act as the point of escalation for complex calls and enquiries
- Train and lead the team to handle complex situations, reducing escalations
- Attend and contribute to weekly and monthly performance review meetings
- Evaluate performance reports and make real-time adjustments to optimize daily operations
- Collaborate with the Guest Experience Manager and the Sales and Partnerships Manager to create and implement sales targets and support Group Sales
- Participate in call grading to ensure consistency in coaching, call quality, and service standards
- Collate recurring client issues and provide feedback to senior management
- Engage the team in the Vision and Values of Bahrain Surf Park and ensure connection to the wider operations teams

# SKILLS & ATTRIBUTES

- Fluent Arabic and English is essential
- Ability to work under pressure with a proactive, 'can-do' attitude
- Strong leadership and people skills to motivate and inspire both team members and guests.
- Excellent organisational and time-management skills
- Passion for surfing, outdoor activities, and promoting an active lifestyle
- Strong attention to detail with the ability to identify trends and errors
- Analytical mindset to interpret KPIs and drive improvements
- Proven experience in managing a contact center efficiently and successfully
- Ambitious and hands-on approach with a willingness to 'muck in'
- Commitment to sustainability, health, wellbeing, and the natural environment



## WHY JOIN US?

- Be part of an iconic surf destination in the Middle East.
- Work in a dynamic, multicultural environment.
- Competitive salary and benefits package.
- Opportunity to shape guest experience at a world-class leisure venue.

## MEASURABLE KPIS

- Customer Satisfaction Score (CSAT): Maintain an average of 90% or above.
- First Contact Resolution (FCR): Achieve 85% resolution without escalation.
- Ticket Resolution: Minimum 40 tickets per advisor per day.
- Staff Retention: Keep annual turnover below 15%.

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