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| Department / Sektor: TOURIST RESORT | Section / Odeljak:  | Today’s Date / Današnji datum: 14/09/2018 |
| **Vacant position****Upražnjeno radno mesto** | **ADMINISTRATOR/ MANAGER** |
|  | **Existing Position no:****Br. Postojećih pozicija** | **Reason for hiring request (please check the box below)****Razlog zahteva za zaposlenja (obeležite)** |
| No. of existing staff | No. of current vacant | No. of total manpower | New position | New hire | Rehire | Replacement |
| Br.postojećeg osoblja | Br. trenutno upražnjenih mesta | Ukupan br. radnika | Nova pozicija | Novo zaposlenje | Ponovno zapošljavanje | Zamena |
| 0 | **2** |  | no |  no | no | **yes** |
| Qualifications needed/Potrebna kvalifikacija: (personal/lična, academic/akademska, technical/tehnička) |
| **Job** Duties:* Welcome and acknowledge all guests according to company standards; anticipate and address guests' service needs; thank guests with appreciation.
* Supply guests with directions and information regarding property amenities, services, and hours of operation, and local areas of interest and activities, sightseeing arrangements
* Coordinate with appropriate individual or department (e.g., Housekeeping, Engineering) as necessary, as well with owners
* Follow up with guests to ensure their requests or problems have been met to their satisfaction
* Maintain confidentiality of proprietary information; protect company assets
* Follow all company policies and procedures;
* Ensure uniform and personal appearance are clean and professional
* Operational management of the resort estate ensuring a high level of customer satisfaction
* Managing operational software systems, online sales systems, channel manager
* Managing business strategy, pricing strategy, rates and policies
* Managing sales through on line channels and direct sales, customer network
* Managing financial accounting and reporting, payments, cost control
* Preform analysis of the efficiency of company performances
* Managing business planning, budgets, forecasts
* Managing marketing plan, social networks, etc
* Interviewing, selecting, recruiting and training human resources
* Perform other reasonable job duties as requested by Supervisors/Owner
* Reports to Manager/Owner

**Requirements:** * Minimum a 2 year of experience
* Working knowledge of various computer software programs (MS Office, Phobs, Prosoft software, POS)
* Adequate knowledge of English language and Russian preferred
* Ability to spot and resolve problems efficiently, complains handling, customer satisfaction
* Hospitality school diploma or degree in Hospitality management, BA, or related field
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