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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 | | | | | | | | | |