



Communications Officer

Amara Singapore

Date Posted: 18 April 2017

Apply By: 18 May 2017

Department: Front Office

Employment Type: Full-Time

Job Summary:

Provide telephone answering service to all incoming calls promptly in an efficient, courteous and friendly manner as well as perform business centre duties.

Responsibilities:

1. Receive, acknowledge and transfer all incoming calls to the relevant parties concerned in a fast, accurate and courteous manner.
2. Ensure that the appropriate telephone courtesy and techniques are put into practice.
3. Assist in executing wake up calls and reminders as and when needed.
4. Record daily events and new instructions on the white board in the Operator Room.
5. Provide assistance to hotel guests in connecting overseas calls.
6. Assist in attending to guest enquiries over the phone.
7. Assist guests at the business centre and manage the business centre's meeting room.

Others

1. To perform any other duties that may be called upon as designated by Management.

JOB REQUIREMENTS:

1. Support and uphold the company's mission and core values.
2. Be a good role model.
3. Maintain highest standards of professionalism, ethics, grooming and attitude towards staff and guests.
4. Perform tasks independently or with minimal supervision.
5. Demonstrate a good working relationship with other departments with a high level of communication and co-operation in the interests of service for the overall improvement of working conditions in the hotel.
6. Strong communication and interpersonal skills.
7. Pleasant personality.

8. Ability to solve problems.

QUALIFICATIONS & EXPERIENCE:

1. Minimum N level.
2. Minimum 1 year of working experience in a similar position.
3. Prior experience in Hotels will be an added advantage.

SPECIAL REQUIREMENTS:

1. Able to work shifts, weekends & Public Holidays.

Interested applicants may email their resume to career.sg@amarahotels.com