



Member Services Consultant (Korean Native)

Job Information

Hiring Company

[Wyndham Destinations Japan Ltd.](#)

Subsidiary

Wyndham Destinations Japan LTD

Job ID

1491785

Industry

Hotel

Company Type

Small/Medium Company (300 employees or less) - International Company

Non-Japanese Ratio

Majority Japanese

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards, Chiyoda-ku

Train Description

Hanzomon Line, Kudanshita Station

Salary

Negotiable, based on experience

Refreshed

February 5th, 2025 02:00

General Requirements

Minimum Experience Level

Over 1 year

Career Level

Entry Level

Minimum English Level

Business Level

Minimum Japanese Level

None

Other Language

Korean - Native

Must be a Korean native speaker.

Minimum Education Level

Associate Degree/Diploma

Visa Status

No permission to work in Japan required

Job Description

PRINCIPAL RESPONSIBILITIES:

FUNCTIONAL RESPONSIBILITIES:

(Include but not limited to:)

- Process all Member bookings efficiently and within a timely manner via all communication channels including e-communication.
- Assist with the development of working processes and operating SOP's, supervise .
- Follow company processes ensuring member engagement.
- Maintain a good relationship with Korean developers: The candidate must be able to foster and maintain strong professional relationships with Korean developers, ensuring collaborative and efficient work processes.
- Effectively deliver member engagement programs to members and guests.
- Effectively deliver new-Member onboarding program.
- Assist with the distribution of Member Kits to Members.
- Assist with providing regular reporting requirements to Corporate.
- Deliver 1-1 Member Education Program.
- Understand and instill branded service standards, company system and processes, then adapt and localize owner service to maintain member satisfaction at a high level .
- Efficiently respond to inbound online messaging Member servicing platforms within a three hour turnaround.
- Efficiently manage response times to all Member Servicing e-communication channels including Email / online messaging for SEA region within a three hour turnaround.
- Ensure quality business standards of service are delivered at all times.
- Behave in a professional manner and actively participate as a team member to achieve company and departmental goals.
- Follow tasks assigned by superiors: The candidate must be adept at taking directions and executing tasks as assigned by their supervisors, contributing positively to team objectives and projects.
- Adhere to all company policies.
- Display a Count On Me! Service to all internal and external parties following the CARE philosophy of the business.
- Any other duties as required and/or directed by Supervisor / Manager.
- Ensure that all reasonable directions given with regards to health and safety are followed, to not wilfully place at risk the health and safety of yourself or any person in the workplace and to not wilfully or recklessly interfere with or misuse anything provided for health and safety.
- Display innovation through inspiring, creating and improving processes and products.
- Show integrity in all aspects of the position by doing the right thing, taking responsibility and delivering on the promise.

Company Description