



## Owner Liaison Coordinator | Supporting property owners' needs

☆Mandarin/Cantonese skill is a plus!

### Job Information

#### Hiring Company

Niseko Alpine Development (NISADE)

#### Job ID

1516642

#### Industry

Hotel

#### Job Type

Permanent Full-time

#### Location

Hokkaido

#### Salary

3 million yen ~ 4 million yen

#### Refreshed

March 12th, 2025 03:00

### General Requirements

#### Minimum Experience Level

Over 1 year

#### Career Level

Mid Career

#### Minimum English Level

Business Level

#### Minimum Japanese Level

Daily Conversation

#### Other Language

Chinese (Cantonese) - Fluent

Cantonese or Mandarin skill is a major plus!

#### Minimum Education Level

High-School

#### Visa Status

Permission to work in Japan required

### Job Description

The Owner Liaison plays a pivotal role in NISADE's Property Management Department. It is to establish and maintain a long-term relationship with each owner of a NISADE property. The Owner Liaison is the first point of contact for all owners of NISADE properties and operates as the primary point of contact for all matters specific to each owner.

オーナーリエゾンとは、NISADEのプロパティマネジメント部門において重要な役割を果たします。オーナーリエゾンの役割は、NISADEプロパティの各オーナーとの長期的な関係を確立し、維持することです。オーナーリエゾンは、NISADEプロパティのすべてのオーナーに対する最初の連絡窓口であり、各オーナーに特化したすべての事項における主要な連絡先として機能します。

- Build and maintain strong relationships with all property owners, including private (non-let) owners.
- Serve as the primary point of contact for property owners, addressing inquiries and requests promptly and professionally.
- Coordinate owner feedback with relevant departments to ensure issues are properly addressed.
- Ensure all owner records, including contact details, banking information, and key data, are accurate and up to date.
- Collaborate with maintenance teams to ensure owner properties are well-maintained and adhere to quality standards.
- Coordinate special projects, renovations, and capital improvements, ensuring timely completion and clear communication with owners.
- Obtain quotes and estimates for major repairs or upgrades and present them to owners for approval.
- Manage the monthly distribution of owner statements and assist with any related inquiries, working closely with the Owner Accountants.
- Oversee the preparation and distribution of annual owner statements and coordinate tax preparation with the designated Tax Accountant.
- Act as an intermediary between the Tax Accountant and owners, providing support with any questions or concerns.
- Maintain an organized and up-to-date online filing system for all owner records.
- Handle owner payment requests and other payments from Owners Trust Accounts in collaboration with Owner Accountants.
- Welcome and meet with owners during their stays.
- Seek approval for maintenance or other expenditures that exceed the permitted limit.
- Regularly review and ensure all property management and hotel management agreements are current and aligned with policies.
- Ensure all agreements are signed for new owners and send onboarding notifications.
- Monitor compliance with terms set out in the property management and hotel management agreements.
- Manage and distribute mid-year and end-of-season (annual) owner reports.
- Perform any other duties as assigned by the Manager or Team Leader.

#### **INFORMATION REGARDING VISA SUPPORT**

Eligible candidates with the following skills and experience are going to be considered for visa support:

- Bilingual skills, either in English and Japanese OR English and Mandarin/Cantonese
- Minimum 1 year of experience in Hotel, Resort

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#### **Required Skills**

- 1-2years experience in hotel, property management, guest relations or other relevant roles
- Excellent interpersonal and relationship building skills that will enable the building of a deep and trusted relationship.
- Superb accuracy and attention to detail
- Ability to respond quickly and be flexible, strategically reactive to meet deadlines.
- Effective time management and organisational skills are required.
- Positive attitude – teamwork orientation and overwhelming desire to attend request.
- Intermediate to advance skills in Excel
- Proficiency on MS Office Suite products
- Ability to independently identify, research and resolve issues.
- Capability to efficiently complete tasks in a fast-paced environment with minimal supervision.
- Demonstrate a high level of professionalism and confidentiality.
- Ability to multi-task and work on several projects at once.
- Ability to communicate effectively in English and Japanese, with associates, management, owners and suppliers, both verbally and in writing, and must have excellent writing skills.

#### **Salary package/benefits**

3.1 - 3.8m yen/year value contract package

#### **Included in Salary Package:**

- Competitive salary
- Access to bonus program
- Work-related training subsidy
- Summer and winter recreational allowance
- Health insurance, welfare pension insurance, unemployment insurance and worker's compensation insurance are available
- 10 days of Annual Leave per year, increasing yearly to 20 days in the 6th year
- Average of 120 days off per year (includes public holidays, excludes annual leave)
- Company trips and activities

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#### **Company Description**