

WYNDHAM • DESTINATIONS



Sales Administrator

Job Information

Hiring Company[Wyndham Destinations Japan Ltd.](#)**Subsidiary**

Travel and Leisure Japan Ltd

Job ID

1533166

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

Salary

3.5 million yen ~ 4 million yen

Refreshed

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General Requirements

Minimum Experience Level

Over 1 year

Career Level

Entry Level

Minimum English Level

Business Level

Minimum Japanese Level

Business Level

Minimum Education Level

High-School

Visa Status

Permission to work in Japan required

Job Description

POSITION REPORTS TO:

Senior Director Strategic Operations & Administration Asia

POSITIONS REPORTING TO THIS POSITION:

N/A

KEY RELATIONSHIPS:

Sales Administration teams, Sales Staff & Guests.

Sales Management

Vendors, suppliers and procurement teams

PRIMARY OBJECTIVES:

To actively contribute to the company vision of making holiday dreams come true by providing superior customer service to all owners and guests.

This position is responsible for ensuring efficient operations relative to the Sales operations.

This position will be responsible for ensuring a smooth and customer focused guest experience is delivered in the Tokyo sales office and within the Tokyo team. In summary, this individual will be working in a team, focused on operational support for the sales process whether initiated or driven by the Site, Area, Region, Business Unit, or corporate level.

PRINCIPAL RESPONSIBILITIES: (Include but not limited to:)

- Assist in managing all operational matters relating to the Sales administration function of their respective office.
- Manage and maintain business / partnership relationships with a focus on corporate & marketing teams
- Maintain the highest level of customer service to ensure all needs for the owners and guests are met
- Understand and assist to liaise teams on documentation requirements relating to the selling process.
- Oversee the responsible cash handling and direct deposit transactions for the sales site and ensure security of all finances and cash
- Oversee efficient management of stock control and order management
- Reviews and update, when necessary, SOPs in line with changes from the business.
- Ensure all communication of necessary points is carried out clearly and concisely
- Liaise with sales teams regarding any problems or complaints that arise
- Maintain exemplary grooming including fresh, ironed uniforms, wear name badge and ensure that personal hygiene standards are maintained at all times
- Be punctual when arriving at work and returning from meal breaks
- Employees must not willfully place at risk the health and safety of themselves or any other persons in the workplace and to not willfully or recklessly interfere with or misuse anything provided for health and safety
- Display a Count On Me! service to all internal and external parties
- 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.
- Display leadership values by ensuring effective communication and respecting your peers and managers. Support others within the team and empower each other wherever possible.

Required Skills**KEY POSITION CRITERIA:**

- Proficient in speaking and written Japanese and English
- High School diploma or relevant work experience
- Previous experience within a similar position.
- Knowledge and understanding of OH&S
- Ability to work a flexible schedule, including nights, weekends, public and school holidays.
- Timeshare experience a benefit but not required
- Demonstrate good customer service
- Must be energetic and express the Count On Me philosophy at all times
- Must be self-motivated, being able to manage multiple tasks
- Must be well organized and able to perform under stressful situations
- Must be able to communicate and partner effectively
- Computer proficiency required
- Knowledge of MS Office specifically
- Web based application management

Company Description