



WYNDHAM • DESTINATIONS



Member Services Consultant (Korean Native)

募集職種

採用企業名

ウインダム・デスティネーションズ・ジャパン株式会社

支社・支店

Wyndham Destinations Japan LTD

求人ID

1491785

業種

ホテル

会社の種類

中小企業 (従業員300名以下) - 外資系企業

外国人の割合

外国人 少数

雇用形態

正社員

勤務地

東京都 23区, 千代田区

最寄駅

半蔵門線、 九段下駅

給与

経験考慮の上、応相談

更新日

2024年08月28日 15:12

応募必要条件

職務経験

1年以上

キャリアレベル

新卒・未経験者レベル

英語レベル

ビジネス会話レベル

日本語レベル

無し

その他言語

韓国語 - ネイティブ

最終学歴

短大卒：準学士号

現在のビザ

日本での就労許可は必要ありません

募集要項

PRINCIPAL 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.

会社説明