



Owner Liaison Coordinator | Bilingual (EN+CH/EN+JP)

Support property owners' needs

募集職種

採用企業名

株式会社ニセコアルパインデベロプメンツ

求人ID

1516642

業種

ホテル

雇用形態

正社員

勤務地

北海道

給与

300万円 ~ 400万円

更新日

2025年02月05日 09:00

応募必要条件

職務経験

1年以上

キャリアレベル

中途経験者レベル

英語レベル

ビジネス会話レベル

日本語レベル

日常会話レベル

その他言語

中国語： 広東語 - 流暢

Cantonese or Mandarin skill is a major plus!

最終学歴

高等学校卒

現在のビザ

日本での就労許可が必要です

募集要項

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

スキル・資格

- 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

会社説明