

JOB DESCRIPTION

COMMUNICATIONS AGENT

RESPONSIBILITIES:

- Answering all calls directed to the guest service desk.
- Assisting our guests with questions and concerns.
- Solving guest's problems and defects, offering compensation according to guidelines.
- Entering all requests and defects in the StarGuest system.
- Answer all calls using guest's name and an established script. Assist guest with voice mail and messages.
- Direct all telephone calls to their appropriate destination in a timely, efficient and accurate manner.
- Follow wake-up call procedures to make sure every request is completed on time.
- Handle the tasks of the hotel communication centre involving using the radio system to relay messages to hotel staff in many departments.
- Execute emergency procedures and security procedures.
- Assist the front office team as required.

QUALIFICATIONS:

- Must be able to speak, read, write and understand English - communicating effectively, both written and verbally.
- Must be able to assist guests with their concerns maintaining professional standards and problem solve effectively - performing professionally and politely under pressure.
- Must have the ability to communicate with guests over the telephone in a confident and pleasing manner under a variety of situations.
- Must be able to operate efficiently in a multi-task, extremely busy environment.
- Must possess basic computer skills.
- Must be able to work flexible hours including early mornings, late nights and overnight shifts.
- Must be able to work at a desk for up to 7 hours at a time.
- Requires writing, standing, sitting, walking, repetitive motions, listening and hearing ability and visual accuracy.
- Must be a team player but able to work independently.
- Previous Guest Service experience is an asset.

APPLY: Email a current resume and a cover letter to Human Resources at resumes@wallcentre.com.