

## JOB OPPORTUNITY

### COMMUNICATIONS AGENT

#### RESPONSIBILITIES:

- Answer all calls directed to the Guest Service desk.
- Assist our guests with questions and concerns.
- Solve guests' problems and defects, offering compensation according to guidelines.
- Enter all requests and defects in the StarGuest system.
- Answer all calls using guest's name and an established script. Assist guests 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 and multi-task in an 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:** Please email your cover letter and resume to Human Resources at [resumes@wallcentre.com](mailto:resumes@wallcentre.com). All internal candidates should submit an internal application form (signed by your department head).