

Guest Services Manager – GoSnow

Full Time role

GoSnow is the largest international Snow Sports School in Niseko providing lessons in English to international visitors to Niseko. GoSnow is part of the Hokkaido Tourism Management (HTM KK) group operating in Hirafu-Niseko. GoSnow will have over 200 instructors in winter 2016/17 and a Guest Services team of reservations and counter staff of 10-15.

The Guest Services team is responsible for lesson reservations, billing, receipting, and customer enquiries via email, telephone and over the counter.

The position is responsible for the supervision and leadership of the Guest Services team and managing the day-to-day activities team which operates in two base locations. The position reports to the GoSnow Snowsports School Director.

Skill requirements:

- Customer service skills and experience.
- Team management, recruitment and training skills and experience.
- Office management skills and experience.
- Operational system and documentation setup and operation skills.
- Ability to work accurately and professionally to deadlines and targets
- Ability to learn and understand business and resort facilities, services and tourist information relevant to Niseko.
- Computer operating skills - Microsoft Office Suite (essential) and Property Management Systems (desirable).
- Ability to resolve conflicts and complaints in a professional manner in line with our core values
- High levels of organisation skills, an ability to multi task and effectively manage priorities.
- Proven experience and ability to manage a high pressure environment with peak periods of service
- Fluent written and spoken English and Japanese spoken (desirable).

Desirable:

- Experience of working and living in Niseko or Japan
- Snow Sports School Experience - Instructing background is favorable
- Retail/Sales experience and ability to train staff to up-sell lesson bookings
- Ski Resort Experience
- Japanese Language Skills

Employment Status: Full Time

Starting Date: As soon as possible but no later than June 2016

Salary: Base salary from 3.6 million yen.

Location: Hirafu village - Niseko, Japan

To apply or request further information, please send your resume and cover letter to: careers@htmniseko.com or call Elliot Lawes on [+81 \(0\) 136 212557](tel:+810136212557)

All applications or enquiries are treated in the strictest confidence.