

1. GENERAL DESCRIPTION OF POSITION

The Guest Relations Officer is the first point of contact for visitors, ensuring a welcoming and informative experience. The role encompasses a variety of essential functions aimed at maintaining high standards of customer service and operational efficiency.

Essential Job Functions

- Provide accurate and prompt information on mall services.
- Respond professionally to tenant and customer queries and complaints.
- Adhere to Health and Safety Policies and administer first aid when needed.
- Assist with event setup and promotion.
- Manage lost and found items, questionnaires, and research.

Information Desk Duties:

- Address visitor queries and incoming calls promptly.
- Direct visitors and ensure the desk is attended.
- Assist elderly, pregnant, and disabled individuals.
- Manage social media and respond to customer queries.

Exhibitions and Events:

- Assist with organizing exhibitions and events.
- Manage social media content and update the website.
- Promote upcoming events to visitors.

Mall Checks:

- Conduct regular mall walkthroughs and report issues.
- Ensure all shops are operational and clean.
- Assist tenants with their requests.

2. REQUIREMENTS

- Education: High school diploma (Grade 12) with relevant experience in marketing or hospitality.
- Language Skills: Fully bilingual with excellent communication skills in both languages.
- Interpersonal Skills: Personable, approachable, and eager to learn new skills.
- Independence: Ability to work independently with minimal supervision.
- Technical Skills: Proficient in computer applications and software.
- Work Schedule: Monday to Sunday with 8 off days per month, including one 4-day weekend.

Kindly submit your CV via e-mail to hr@oryxprop.com.na by no later than Friday, 26 July 2024.

- * This is not a comprehensive job specification and may be changed at any given time.
- * Please take note that only shortlisted candidates will be contacted.
- * Candidates not meeting the minimum requirements will not be considered.

Oryx Properties is an equal opportunity employer and complies with the Affirmative Action Legislation. People from previously disadvantaged groups meeting the requirements are encouraged to apply. Applicants who do not receive any response within four (4) weeks after the closing date must accept that their applications were not considered favourably. Oryx Properties regrets that it cannot return documents.