

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 standard of customer service and operational efficiency.

2. KEY PERFORMANCE AREAS, INCLUDED BUT NOT LIMITED TO:

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.
- Sell of our Maerua Mall gift card to our customer base
- Sell promotional court space to exhibitors and the management there off
- Operate the switchboard and handle reception at Centre Management Office and all other aspect of office admin on adhoc basis
- Ensure high levels of customer satisfaction through excellent service.

Reception Duties:

- Generate leads and build relationships with potential Exhibition
- Prepare quote & Invoices for Gift cards.
- Address visitor queries and incoming calls promptly.
- Direct visitors and ensure the desks is attended.
- Assist elderly, pregnant and disabled individuals.
- Respond to customer queries.

Exhibitions and Events:

- Assist with Organizing exhibitions and events.
- Promote upcoming events to visitors.

Mall Checks:

- Conduct regular mall walkthroughs and report issues.
- Ensure all shops are operational, clean and adhere to mall requirements.
- 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 and must be a team player.
- Independence: Ability to work independently with minimal supervision.
- Technical Skills: Proficient in computer applications and software.
- Work Schedule: Mall retail hours with every second weekend off.

Kindly submit your CV via e-mail to hr@oryxprop.com.na by no later than Friday, 30 August 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 favorably. Oryx Properties regrets that it cannot return documents.