**Personal Assistant to GM总经理助理**

**Job Description 职位描述**

**A. POSITION IDENTIFICATION 职位识别**

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| --- | --- | --- | --- |
| **Job Title:**  **职位** | Personal Assistant to GM  总经理助理 | | |
| **Job Grade:**  **级别** | 3  3 | **No of Staff supervised directly:**  **直接管理下属** | **0**  0 |
| **Department:**  **部门** | Executive Office  行政办 | **No of staff supervised indirectly:**  **非直接管理下属** | 0  0 |
| **Job Purpose:**  **工作目的** | To assist the General Manager of the hotel and responsible for composing and working on all correspondence, and setting up filing system in Executive Office. 协助酒店总经理，负责撰写和处理所有信件，并在行政办公室建立档案系统。 | | |

**B. REPORTING RELATIONSHIP 汇报关系**

General Manager

总经理

Personal Assistant to GM

总经理助理

**C. KEY RESULT AREAS关键领域**

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| 1. Report direct to General Manager. 直接汇报给总经理 2. To coordinate and follow up with all other departments in all job assignment by General Manager.协调和跟进总经理的所有工作任务。 3. To be a confidential translator for all documents to and from General Manager.担任总经理的所有文件的机密翻译。 4. To deal with hotel computer system; dealing with and assisting in the negotiations of all contracts--suppliers, entertainment, contractors, etc. 处理酒店计算机系统;处理和协助所有合同的谈判——供应商，娱乐，承包商等等。 5. To keep records, control and scheduling appointments for General Manager. 为总经理保留记录、控制和安排行程。 6. To take minutes of morning briefing and to handle all personal affairs for the General Manager. 做会议记录，并为总经理处理所有的私人事务。 7. To be able to exercise initiative and work with confidential information of Executive Office. 能够行使主动权，处理执行办公室的机密信息 8. Arranging business trip for General Manager. 为总经理安排工作出差 9. Responsible in set up filing system for the Executive Office. 建立档案系统 10. To handle and screen all incoming and outgoing telephone calls for General Manager. Taking messages as necessary. 处理和筛选总经理的所有来电和待接电话。根据需要传达信息。 11. Typing all documents and reports as required by General Manager. 按总经理的要求打印所有文件和报告 12. All secretarial works as assigned by General Manager. 所有总经理安排的秘书工作。 13. To keep record & report monthly guest survey summary. 记录并报告客户月度调查总结。 14. Review local policies and associate handbook. 审查当地政策和相关手册。 |

1. **GENERAL概述**

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| 1. Contributes to the morale and team spirit of the organization by maintaining effective working relationships with colleagues. 与同事保持有效的工作关系，有助于提高组织的士气和团队精神。 2. Performs any additional duties as directed by the General Manager. 根据总经理的指示履行任何额外的职责。 3. Makes appropriate suggestions and recommendations to the General Manager. 向总经理提出适当的建议。 4. Maintains a high standard of personal hygiene, dress, uniform, and body language. 保持高标准的个人卫生，衣着，制服和肢体语言。 5. Is polite and professional in any situation where the image or reputation of the hotel is represented. 在任何有酒店形象或声誉的场合都要礼貌和专业 6. Attends meetings and training as required by the General Manager. 根据总经理的要求参加会议和培训。 7. Ensures that all activities are carried out honestly, ethically, and within the parameters of local law. Observe the Labor Law. 确保所有活动都在当地法律的范围内诚实地、合乎道德地进行。遵守劳动法。 |

1. **PERFORMANCE EVALUATION CRITERIA绩效评估标准**

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| 1. Accurate and timely delivery of required reports/projects. 准确及时地提交所需报告/项目。  2. Proficiency in role at required level. 工作能力达到岗位要求  3. Conversant with relevant emergency procedures. 熟悉相关的应急程序。  4. Knowledge of relevant rules and regulations. 了解相关规章制度。  5. Knowledge of the company, hotel, and its environment. 了解公司、酒店和环境。  6. Knowledge of relevant safety and security procedures. 熟悉有关的安全及保安程序。  7. Knowledge of relevant guest satisfaction standards. 了解客人的相关满意度标准。  8. Language requirements met or exceeded. 语言要求得到满足或超过。  9. Others, to be reviewed on annual basis.每年回顾的其他问题。 |

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**B. PERSONAL SPECIFICATION 个人要求**

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| **Job Knowledge**  **工作知识** | 1. Years of related experience  工作年限 | | 3 or more years in generalist PA role  在助理方面有3年及以上经验  At least 3 years of management experience in the hospitality industry  在酒店行业至少有3年管理经验 |
|  | 1. Education/qualifications   教育/资格 | | Bachelor or Master degree in related discipline  相关学科本科或硕士学位 |
| **Essential Job Skills**  **必要工作技能** | 1. Resilience/Assertiveness弹性/自性 2. Coaching/counseling skills辅导/建议能力 3. Proactive主动性 4. Diplomacy – must be able to build up close, respected relationships with management team交际-必须能与管理团队建立紧密的、互相尊重的的关系 5. Patience容忍性 6. Open minded – dealing with cultural differences开放的思维-处理文化差异 7. Good English Language and local Language skills良好的本地及英语语言能力 8. Strong organizational skills优秀的组织能力 9. Ability to develop motivational strategies具备建立有激励性策略的能力 | | |
| **Desirable Job Skills**  **理想工作技能** | 1. Ability to work a personal computer操作个人计算机能力 2. Thorough knowledge of Hotel operations 全面了解酒店运营 3. Proven track record in hotel of similar standard in similar capacity within Asia/Pacific在亚太地区同品牌酒店有相应的工作经历 | | |
| **Physical Requirements**  **身体健康状况** | 1. In possession of all faculties   拥有所有主要能力 | | |
| **Level of Independence**  **独立程度** | Determines policy within strategic guidelines. Required to perform independently and proactively  根据策略决定政策，要求能独立工作，有主动预见性 | | |
| **Level of Thinking**  **思考能力** | Type of Thinking  思考类型 | Difficult - may face situations that require modifications of methods or techniques  困难—根据情况能灵活应变及有技巧性 | |
| **Communication/**  **Interpersonal skills**  **沟通/人际交往能力** | 1. Skill level   能力水平 | Excellent interpersonal skills required. Interacts principally with colleagues and occasionally with guests.  优秀的人际交往技巧。主要与同事交往，有时与客人交流。 | |
|  | 1. Language Skills   语言能力 | Deals and negotiates in both local and English  使用本地及英语交流及处理问题 | |

**C. CONFIRMATION OF EMPLOYMENT REQUIREMENTS 聘用要求及确认标准**

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| 1. Proficiency in the role at required level工作能力达到岗位要求 2. Conversant with relevant emergency procedures熟悉相关应急程序 3. Knowledge of relevant rules & regulations了解相关规章制度 4. Knowledge of the company, hotel, and its environment了解公司、酒店及工作环境 5. Knowledge of relevant safety & security procedures了解相关安全及安保程序 6. Knowledge of relevant guest interaction procedures了解相关客人沟通程序 7. English language requirements met or exceeded达到或超过英语能力要求 |