

TELEPHONE OPERATOR

Hilton Hotel Windhoek is looking to hire a Telephone Operator to manage and operate the hotel switchboard in an efficient, courteous and professional manner to provide quality operations which maximize guest satisfaction. In this role the successful incumbent will be responsible for answering incoming calls, and connecting internal and external callers with corresponding departments.

Key Responsibilities:

- Understand the telephone operator board or PBX switchboard operations
- Provides information about hotel services to guests
- Answers incoming calls and places outgoing calls.
- Directing calls to guest rooms, staff, or departments through the switchboard or PBX system.
- Receives guests' messages and deliver the same to the guest.
- Assists the Front Desk with various administrative tasks

Please note that the above set of responsibilities are not exhaustive and the successful incumbent may be required to perform additional duties.

Qualification and Skills Required:

- Diploma and/or Degree in Hospitality and Tourism Management
- 1 year hospitality experience
- Fluent in English (written and spoken)
- Proficient in Using Microsoft Packages
- Professional telephone etiquette
- Extensive experience with answering and directing calls, as well as relaying accurate messages.
- Excellent interpersonal and communication skills.

Closing date: 15 March 2024

Interested candidates should send an application letter and detailed CV to recruitment_hilton@hiltonwindhoek.com Please note that no hand delivered applications shall accepted nor shall CVs submitted be returned.

Only shortlisted candidates shall be contacted.