

MUWA NISEKO フロントオフィスエージェント (ナイトオーディター)

Job Information

Hiring Company
合同会社H-SUMMIT

Job ID
1456157

Industry
Hotel

Company Type
Small/Medium Company (300 employees or less) - International Company

Job Type
Permanent Full-time

Location
Hokkaido, Abuta-gun Kucchin-cho

Salary
Negotiable, based on experience ~ 2.5 million yen

Work Hours
実働 08時間 00分 ●シフト勤務制 (実働8時間 / 変形労働時間制)

Holidays
週休2日制 (休日はシフト制) 年間有給休暇10日 ~ 20日 (下限日数は、入社半年経過後の付与日数となります)

Refreshed
November 27th, 2026 09:45

General Requirements

Minimum Experience Level
Over 3 years

Career Level
Mid Career

Minimum English Level
Daily Conversation Level

Minimum Japanese Level
Fluent Level

Minimum Education Level
High-School

Visa Status
Permission to work in Japan required

Job Description

< Company Features >
MUWA. A place to feel infinite harmony. A luxury wellness resort where you can experience the finest nature with all five senses all year round. Located at the foot of Niseko's main stage, Grand Hirafu, we offer ski-in, ski-out access to world-class powder snow right from your room. We promise an unparalleled, exquisite wellness experience, including a variety of activities to enjoy all four seasons, infinity hot springs where you can immerse yourself in the majestic view of Mt. Yotei, award-winning gourmet cuisine, a relaxation spa, and rooms with open-air baths. A new landmark, MUWA NISEKO, will be born on the hilltop of Niseko Hirafu in winter 2023.

Preparation before your arrival

- Guest pre-arrival preparation training includes:
- Ensures guest preferences, including beverage choices, are provided upon arrival at the resort.
- Providing a pre-arrival guest form for guests to record any special requests, such as dietary restrictions, babysitting needs, special dates, etc.
- Arrange airport transfers for guests
- Create a guest registration form
- Welcome cocktail and refreshing towels

Passenger arrival procedures

- Meet and greet customers, provide hot and cold welcome towels
- Welcome drinks and cocktails for guests
- Offer private check-in for guests
- Checking the readiness of your accommodation
- Providing important information to make your stay comfortable, such as in-room beverages, TV, and air conditioning system.
- Unpacking and packing your belongings (if necessary)
- Pressing your first night clothes if you wish

We will ask you about your dinner time and preferences.

Work locationNiseko
Hirafu 1-jo 3-chome 10
MUWA NISEKO (office in model room)

Employment typeFull-time
employeeSalaryMonthly

salary
system160,000
to 200,000 yen/month *Determined based on experience and abilityWelfareEmployee dormitoryRelocation allowanceMeal subsidyShuttle busWinter bonusSeasonal work bonusWorking hoursActual working **hours** 08 hours 00 minutesShift work system (actual working hours 8 hours/variable working hours system) **Holidays and vacations2** days off per week (shift system for holidays) Annual paid vacation 10 to 20 days (minimum number of days will be granted after 6 months of employment) **OthersSocial** insurance

Required Skills

Required Skill:
3-5 years of hotel/real estate front-line management experience leading a team and working in customer service in a 5-star hotel or full-service property.

- Ability and willingness to work flexible hours, including weekends, holidays and late nights.
- Excellent communication skills (written and verbal) and strong interpersonal skills.
- Able to communicate with many different types of people from different cultures and backgrounds.
- Strong problem-solving skills and the ability to research and escalate issues as necessary.
- Excellent customer service skills with attention to detail and a focus on service.
- You can confidently maintain and keep your inventory levels accurate.
- Confident in using computer programs such as Excel, Word, Outlook etc.
- Demonstrates knowledge of the area, its attractions and available activities
- Able to handle confidential or personal matters with discretion.
- Bilingual language skills (Japanese/Korean/Chinese/English)
- A valid Japanese driver's license

Company Description