



【Member Services Supervisor/スーパーバイザー】高いホスピタリティと英語力を活かせる

In the middle of Metropolitan, Tokyo

## Job Information

### Hiring Company

[Tokyo American Club](#)

### Subsidiary

Tokyo American Club/ well-known and highly reputed private club

### Job ID

1592644

### Division

Member Service

### Industry

Other (Hospitality)

### Company Type

Large Company (more than 300 employees) - International Company

### Non-Japanese Ratio

Majority Non-Japanese

### Job Type

Permanent Full-time

### Location

Tokyo - 23 Wards, Minato-ku

### Train Description

Nanboku Line Station

### Salary

5 million yen ~ 6 million yen

### Work Hours

on shift schedule, including weekends and Public Holiday

### Holidays

on shift schedule, 2days/week

### Refreshed

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## General Requirements

### Minimum Experience Level

Over 3 years

### Career Level

Mid Career

### Minimum English Level

Business Level (Amount Used: English Only)

### Minimum Japanese Level

Fluent

### Minimum Education Level

High-School

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**Visa Status**

Permission to work in Japan required

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**Job Description****Member Services Supervisor****Responsibility**

- Effectively share the information or updates about the club services, operation and procedure with Lead Receptionists and Receptionists • Ensures all staff members deliver a consistently high level of service
- Handle member and guest complaints effectively • Assist the Member Service Manager & Director to oversee all Lead Receptionist & Receptionist to ensure all working in accordance with job requirements
- Work with the Member Services Manager & Director to oversee the Guest Studio operations including reservations, rate control, room cleaning, room amenities
- Supervise the daily tasks & queries while maintaining and eye to the long-term goals of the Survey results

**Working Hours** : 5 days/week (Including weekends/national holidays)  
Actual 37.5 hrs/week between 7 : 00 a.m. and 10:00 p.m.

**Compensation and Benefits**

Health insurance, pension, Employment insurance, industrial accident insurance

Retirement Allowance

Group Life Insurance

Staff Canteen at subsidized price

Commuting allowance (with tax-free upper limit)

Uniform with cleaning service (when applicable)

Annual Health Check

Annual Employee Recognition Party

**Holidays**

Paid vacation in line with Japanese law

3 days summer vacation

New Year days of January 2nd and 3rd.

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**Required Skills****◆ Key Qualifications****Member Services Concierge**

- Experience in hospitality
  - Experience 3-5 experience as senior concierge
  
  - English Advanced-level • Japanese Advanced-level • PC skills Word, Excel, Outlook
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**Company Description**