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)

募集職種

採用企業名
合同会社H-SUMMIT

求人ID
1456157

業種
ホテル

会社の種類
中小企業 (従業員300名以下) - 外資系企業

雇用形態
正社員

勤務地
北海道, 虻田郡倶知安町

給与
経験考慮の上、応相談 ~ 250万円

勤務時間
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)

休日・休暇
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)

更新日
2026年11月27日 09:45

応募必要条件

職務経験
3年以上

キャリアレベル
中途経験者レベル

英語レベル
日常会話レベル

日本語レベル
流暢レベル

最終学歴
高等学校卒

現在のビザ
日本での就労許可が必要です

募集要項

< 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

スキル・資格

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

会社説明