



【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

募集職種

採用企業名

一般社団法人 東京アメリカンクラブ

支社・支店

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

求人ID

1592644

部署名

Member Service

業種

その他（サービス）

会社の種類

大手企業 (300名を超える従業員数) - 外資系企業

外国人の割合

外国人 多数

雇用形態

正社員

勤務地

東京都 23区, 港区

最寄駅

南北線駅

給与

500万円 ~ 600万円

勤務時間

on shift schedule, including weekends and Public Holiday

休日・休暇

on shift schedule, 2days/week

更新日

2026年05月18日 10:17

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

ビジネス会話レベル (英語使用比率: 常時英語)

日本語レベル

流暢

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**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.

スキル・資格**◆ 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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会社説明