

Job description- Duty Officer

Duties & Responsibilities

- Keep track of monthly, quarterly and yearly goals
- Work with management to assess and improve processes and policies
- Monitor and report on revenue and cash flow
- Uphold and enforce company policies
- Train new hires
- Address employee complaints or performance issues as needed
- Check in with employees regularly to determine satisfaction
- Schedule shifts
- Help management create the department's budget
- Address customer issues and complaints
- Schedule regular maintenance and cleaning of facilities
- Meet regularly with upper management to stay informed on company issues
- Oversee security of the facility

Requirements and skills

- 1 year of experience as a Duty Officer or similar management role
- Previous experience in the industry preferred
- Customer service experience
- Knowledge of cash management and bookkeeping procedures
- Team management skills
- Strong organizational skills
- Experience with facilities maintenance and/or security
- Strong problem-solving skills
- Candidates from Hotel Management background will be preferred.