Rooms Hotels is a young and independent lifestyle hotel brand based in Georgia that has quickly emerged as the premier leader of distinctive hospitality experiences in the region. Under the guidance of the founder and owner company Adjara Group Hospitality, the brand has built a loyal local fan base, while the strong connections to international business travelers, leisure-seekers, and those from the creative industries - drawn both by the country`s fascinating past and bright new beginnings - continue to flourish. In a region that is in the midst of a transformation, the Rooms Hotels showcases both the face and aspirations of contemporary Georgia, making the new tangible, while also proudly embracing and staying true to the country`s historical roots and essence. A proudly independent brand, Rooms Hotels is progressive and continually inspired by the latest evolving trends in design, gastronomy and culture. The Rooms Hotels brand is poised to continue its expansion throughout the region, unlocking new experiences and opportunities in a country rapidly forging a bright new identity.

**Rooms Hotel Kazbegi** is looking for a suitable candidate for the position of **Call Centre Operator**.

Department: Front Office
Reports to: Front Office Supervisor/Manager

Position scope: Operate a multi-line phone system to answer telephone calls from potential customers, provide information and/or taking message as necessary. Perform clerical duties such as typing and recording customer information.

Knowledge, skills and abilities:

\*\* Experience in active call centre environment;
\*\* Fluent English and Russian required, any additional languages considered as a plus;
\*\* Sound knowledge of grammatical English and Russian;
\*\* Excellent phone & communication (conversation) skills;
\*\* Complying with administrative principles and views;
\*\* Attentive enough to control several tasks simultaneously;
\*\* Problem solving skills which require exercising independent judgment;
\*\* Ability to maintain strict client confidentiality;
\*\* Representative capabilities;
\*\* Attentive to details.

Responsibilities:

\*\* Support and provide Superior service via phones, e-mails and faxes as a receiver and caller;
\*\* Use questions and listening skills that support effective telephone communication;
\*\* Use an effective approach to handle special telephone tasks like call transfers, taking messages, call backs, holds, interruptions, and unintentional disconnects;
\*\* Effectively deal with job stress, angry callers, and upset customers;
\*\* Be patient and enjoy talking with people;
\*\* Be able to communicate effectively with a diverse age and ethnic population;
\*\* Ability to remain calm and polite while multi-tasking multiple phone lines;
\*\* Demonstrate an audible, friendly, professional and well-mannered speaking voice;
\*\* Meets commitments to customers;
\*\* Other duties as assigned.

General: Observe the Hotel`s Fire, Health and Safety procedures.

Please send your resume on: hr.kazbegi@roomshotels.com no later than **June 13, 2018**. Please indicate the position title in subject line, otherwise your application will not be considered.

Only qualified candidates will be contacted.

Given Job Description may be subject to change and clarifications.