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<u>Title:</u> 职位	Executive Secretary 行政秘书
<u>Department:</u> 部门	Executive Office 行政办公室
<u>Hierarchy:</u> 汇报对象	Reporting to General Manager 总经理
<u>Direct Subordinates:</u> 直接下属	Management Driver 司机
<u>Indirect Subordinates:</u> 非直接下属	N/A 不适用
<u>Category:</u> 级别	L4

Scope / 职能范围:

- To Perform administrative and office support activities for multiple supervisors. Duties include fielding telephone calls, receiving and directing visitors, word processing, filing, and faxing. Extensive software skills are required, as well as Internet research abilities and strong communication skills.
为不同上级提供行政以及后勤协助，主要职责包括：接听电话，接待及引导访客，文字处理，归档以及收发传真。具备额外软件使用技能，网络搜索能力以及较强的沟通技能。
- To assist the GM and his Assistants on all related tasks by relieving the management of administrative details and coordinating the work flow.
通过对行政细节的管理以及工作流程的协调协助总经理及其助理完成各项工作

Responsibilities and Obligations / 职责及义务:

- Performs administrative and office support activities for Executive Office.
为行政办提供行政以及后勤支持。
- Assists with translations of all documents and functions as interpreter when called upon to do so.
协助翻译所有文件，在需要时担任口译员的工作。
- Operates personal computer to compose and edit correspondence and/or from knowledge of established department/division policies; may prepare, transcribe, compose, type, edit and distribute agendas and/or meeting minutes.
根据对现有部门政策知识的了解，利用个人电脑撰写并编辑信件；或需准备，转录，撰写，输入，编辑，分发日程表和/或会议纪要。
- Checks deadlines on incoming requests and puts preliminary work in play
检查各类申请截止日期，并开始初步准备工作。
- Handles all telephone calls, screening and prioritizing calls as necessary
处理所有电话来电，必要时对电话进行筛选并优先接听。
- Handles all inquiries within capacity

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在能力范围内对所有疑问做出解答。

- Provides back-up materials for callbacks
为电话回复提供备用资料。
- Reviews all incoming mail and screens it before forwarding to the respective department
检查所有邮件并在转发至其它相关部门时对其进行筛选
- Maintains calendar
更新日程
- Arranges meeting facilities
安排会议设施
- Prepares minutes
准备会议纪要
- Assures discreet handling of all business
确保谨慎处理所有工作
- Receives and directs visitors and resolving and/or referring a range of administrative problems and inquiries
接待并引导访客，处理和/或提交一系列行政问题及咨询。
- Screens to control interruptions
对电话进行筛选以控制外界干扰。
- Provides back-up data as needed
根据需要提供备份数据。
- Arranges amenities as needed
根据需要安排相关备品
- Leads visits 'away' from area and department heads to protect priority/private tasks
引导访客远离特定区域以及部门负责人，以保护优先及私密任务。
- Arrange travel and external business trips
安排出行以及出差事宜。
- Prepare itinerary, trip file and supplies
准备出差行程，出差文件以及相关物资。
- Complete expense reports after trip
完成出差后相关费用报告。
- Maintains a database contact from different department heads
维护并更新来自不同部门的联系人资料库。
- Improve/tighten storage/retrieval systems
提高/加强存储/检索系统。
- Update and manage index
更新并管理索引
- Ensures all correspondence is filed in methodical systematic basis
确保有条理且系统的归档所有文件。
- Updates secretarial/clerical desk manual
更新秘书/文员办公手册
- Updates mail/phone directories
更新邮箱/手机目录
- Requisitions supplies, printing, maintenance, and other services

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物资采购申请, 打印, 维护以及其它服务。

- Checks P.O. regularly
定期检查信箱
- Handles administrative details of all projects
处理所有项目相关的行政细节。
- Seeks greater role in projects within administrative and other areas of competence
在各个项目中更好的发挥行政以及其它各方面职能。
- Performs related miscellaneous job-related duties
完成岗位相关的其它各个方面的工作。

Security, Safety and Health / 保障, 安全及健康:

- Maintains high confidentiality in regards to guest privacy.
关于客人隐私, 保持高度机密性。
- Reports any suspicious behaviour of guests and staff to the General Manager and Security.
如遇客人或员工有任何可疑行为, 及时向总经理及安保部门反映。
- Notifies housekeeper regarding lost and found objects.
遇到任何遗失物品, 及时告知客房部。
- Ensures that all potential and real hazards are reported appropriately immediately.
适时及时地报告任何潜在或真实的危险。
- Fully understands the hotel's fire, emergency, and bomb procedures.
熟知酒店火灾, 紧急情况以及爆炸疏散预案。
- Follows emergency procedures to provide for the security and safety of guests and employees.
遵循应急预案以确保客人和员工的安全。
- Works in a safe manner that does not harm or injure self or others.
以文明安全的方式工作, 避免伤及自身及他人。
- Anticipates possible and probable hazards and conditions and notifies the Manager.
预见可能的危险和情况, 并及时告知经理。
- Maintains the highest standards of personal hygiene, dress, uniform, appearance, body language and conduct.
保持最佳的个人卫生, 着装, 仪容仪表, 肢体语言及行为。

Competencies / 能力要求:

- Good communication/telephone skills.
良好的沟通/电话接听技能
- Good command of English, verbal and excellent writing skills.
良好的英文口语及书面能力
- Good knowledge of Microsoft Office i.e. Excel, Word, Outlook, Internet as well as Adobe creative software (Photoshop, Illustrator, Acrobat and Design Studio)
良好的微软办公软件操作技能, 如excel, word, outlook, Internet 以及其它Adobe创意软件 (Photoshop, Illustrator, Acrobat and Design Studio)

Interrelations / 互相联系:

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Contact with all the departments and staff, suppliers, travel agent, project Management Company and further site contractors.

与所有部门，员工，供应商，旅行社，项目管理公司以及现场承包商保持联系。

Work Conditions / 工作条件:

Regular hours with extra times occasionally

正常工作时间，偶尔伴有加班。

Date : _____
 日期

Reviewed By : _____
 审核人

Approved By : _____
 审批人

I _____ understand and agree to the above Job Description and that as a Policy of XYZ Hotels & Resorts, it is the responsibility of all Employees, to be both willing to teach, in order to help colleagues reach their full potential and willing and accepting to learn, in order to progress and improve personal abilities, resulting in maximum guest satisfaction.

本人_____已了解并认可以上岗位职责，并知晓此岗位职责将作为海拉尔百府悦酒店的政策方针。乐于教授及乐于并接受学习是所有员工的职责。教授将帮助我们的同事发挥他们自身最大的潜能；乐于并接受学习将发展并提升个人技能。两者的最终目标是谋求最大的客人满意度。

Employee Signature
 员工签字

Date
 日期