

Position Title: Hotel Administrative Assistant

Reports Directly to: Hotel Director

Direct Reports: N/A

**Effective Date:** April 2005

### **POSITION SUMMARY**

This position is responsible to provide administrative duties to the Hotel Director. The Hotel Administrative Assistant will maintain strict confidentiality with records, reports, letters, emails, information, etc., and incoming telephone calls received while on duty as well as any outgoing telephone calls he/she may place for the Hotel Director.

### **ESSENTIAL DUTIES & RESPONSIBILITIES**

To support Celebrity Cruises' mission of sustaining "the world's ultimate premium cruise line with a taste of luxury," all duties and responsibilities are to be performed in accordance with Celebrity Cruises' Pillars of Safety, Service and Style, ISM/ISO, and SQM standards, USPH guidelines, and environmental regulations.

Each shipboard employee may be required to perform all functions in various service venues and throughout the ship.

1. In accordance with Celebrity Cruises' Pillars of Safety, Service and Style, as well as through Celebrity Connections, each employee conducts oneself in a professional and courteous manner at all times. This consists of physical and verbal interactions with guests or fellow shipboard employees and/or in the presence of guest contact and Celebrity Family Member (CFM) areas.
2. Performs administrative duties such as screening telephone calls, answering and sending emails, making and coordinating appointment, scheduling meetings, i.e., managing his/her calendar
3. Maintains a filing system.
4. Responsible to take minutes at meetings.
5. Makes copies of correspondence or printed materials as required by the Hotel Director, and distributes to respective Department Heads.
6. Sends, receives and distributes emails and fax messages if required.

7. Provides a prioritize list of meetings, emails and telephone calls per day for the Hotel Director's review and response.
8. Keeps Hotel Director inform of outstanding issues as they may arise throughout the day by utilizing the ticker filing system.
9. Coordinates and arranges meetings, prepares agendas, reserves and prepares meeting facilities prior to meetings. Records and transcribes minutes of meeting and distribute accordingly to the respective parties/group.
10. Communicates instructions or requests of the Hotel Director to various individuals and/or departments to obtain or relay information.
11. Reads and routes incoming email. Locates and attaches appropriate file to correspondence needing to be answered by the Hotel Director. Composes routine letters and correspondence to guests from the Hotel Director.
12. Reviews the Attention to Detail cards and sends the guest appropriate letter/correspondence.
13. May be required to route and answer correspondence not requiring the Hotel Director's attention.
14. Conducts research, and compile information to prepare reports fro the Hotel Director's review.
15. Review's guest's comments and rating reports. Compiles analysis and report for meetings.
16. Prepares the Hotel Director's voyage report.
17. Knowledge of SQM policies and procedures.
18. All records and reports received onboard the vessel are company's property and shall be considered confidential. The Hotel Administrative Assistant should not discuss these documents with anyone outside of the Company or with any member of the Celebrity Family.

Performs related duties as required. This position description in no way states or implies that these are the only duties to be performed by the shipboard employee occupying this position. Shipboard employees will be required to perform any other job-related duties assigned by their supervisor or management.

### **FINANCIAL RESPONSIBILITY**

*Financial responsibilities for budget, expenses and/or achievement of revenue targets.*

- This position is responsible for indirect cost containment through the proper use, handling and maintenance of records, reports, documents, and equipment.

## **MOTIVATIONAL RESPONSIBILITY**

*People management responsibilities to ensure optimal performance of the function.*

- This position does not have supervisory responsibilities.

## **QUALIFICATIONS**

*Minimum hiring, language and physical requirements to perform the job.*

### **Hiring Requirements:**

- Excellent communication skills, ability to communicate tactfully and effectively with guests, department heads and CFMs to foresee and resolve problems and negotiate resolutions.
- Working knowledge of computers, Internet access, and the ability to navigate within a variety software packages such as Excel, Word, and Adobe Page Maker or related programs.
- Completion of high school or GED required; university degree preferred.

### **Internal Candidate Requirements:**

*In addition to the stated hiring requirements, internal candidates are required to fulfill the following:*

- Completion of one contract with a performance rating of satisfactory or above.

### **Language Requirements:**

- Ability to speak English clearly, distinctly and cordially with guests.
- Ability to read and write English in order to understand and interpret written procedures. This includes the ability to give and receive instructions in written and verbal forms and to effectively present information and respond to questions from guests, supervisors and co-workers.

### **Physical Requirements:**

- While performing the duties of this job, the employee is regularly required to stand; walk; use hands to touch, handle, or feel; reach with hands and arms; talk or hear; and taste or smell. The employee must frequently lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.
- All shipboard employees must be physically able to participate in emergency life saving procedures and drills. Full use and range of arms and legs as well as full visual, verbal and hearing abilities are required to receive and give instructions in the event of an emergency including the lowering of lifeboats. Ability to lift and/or move up to 50 pounds.