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<u>Title:</u> 职位	Office Clerk 人事文员
<u>Department:</u> 部门	Human Resources 人力资源部
<u>Hierarchy:</u> 报告人:	Human Resources Manager 人事经理
<u>Direct Subordinates:</u> 直属下级	N/A 不适用
<u>Indirect Subordinates:</u> 非直属下级	N/A 不适用
<u>Category:</u> 级别	Level 6 6级

Scope/职能范围:

- To do cleaning, custodial and simple maintenance work in an office environment; to follow daily custodial standards and instructions; and to do related work as required.
负责办公室清洁维护、办公设施保管及设备简单的维护；跟据日常办公室设备档案保管标准及说明，根据要求完成相关工作。
- Responsible for all cleaning activities at the pre-opening offices on site, as well as for all office work that might be able to be performed.
筹备期间负责现场办公室所有清洁工作并且负责办公室内所有设施设备的正常使用。
- To perform a range of general office/clerical tasks that can be easily learned on the job such as filing, copying and collating documents, ordering and distributing supplies, pick-up and delivery of materials. May perform miscellaneous duties.
负责一系列涉及到的办公室/文案工作，例如归档、复印、收集文件、采购及分发部门用品，提取及分发材料。或涉及其他各类零碎工作。

Responsibilities and Obligations/ 职责及义务:

- Efficient and appropriate use of the office and cleaning materials/items and all the resources inside the office premises.
有效地并合理的使用办公室的资料，清洁用品，办公设备以及办公区域内的所有资源。
- Performing general office tasks, copies and collates documents, sends faxes and performs similar office tasks.
负责各类办公事宜，复印及整理文件，发送传真及执行其他类似工作任务。
- Documenting/Recording Information - entering, transcribing, recording, storing, or maintaining information in written or oral form. To observe and report unusual situations on property and grounds. To report on safety issues and the need for maintenance repairs.
文件编制/记录信息-输入、录制、记录、储存或者用书面或者口头的形式维护信息。观察并且汇报财产方面及周围出现的异常情况。汇报安全问题及维修保养需求。
- Handling and Moving Objects - using hands and arms in handling, installing, positioning, and moving materials. On occasion, to move, or assist in moving, office furniture and equipment.

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处理及移动目标事物-运用手及手臂处理、安装、放置及搬运物体。偶尔搬运或者帮助移动家具及设备。

- Maintenance and overview of supplies/items - to provide paper products、stationery and other necessary supplies. To participate in setting up equipment in all offices, setting up conference rooms in the configuration requested by groups. Under direction, may be assigned to access computerized inventory systems. Receiving and stocking supplies in appropriate areas on need. To clean and maintain tools and equipment after use.

维护及检查备品-提供纸张，文具及其他必需品。参与办公室筹备的工作、根据团队配置需求设立会议室。在指示下，或被安排使用计算机库存管理系统。按照需要收货并且将物品存放在适当的位置。工具及设备使用后，进行清洁及维护。

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


- Maintains high confidentiality in regards to guest privacy.
保证客人隐私高度机密。
- 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.
适时及时的报告任何潜在或实在的危险。
- 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.
遵守所有紧急疏散预案，以保证客人及员工安全。
- 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.
预见可能的危险或情况，并及时告知管理人员。
- Maintains the highest standards of personal hygiene, dress, uniform, appearance, body language and conduct.
保持最佳个人卫生，着装，仪容仪表，肢体语言及行为。

Competencies/ 能力要求:

- Good command of English.
良好的英语能力。
- Good knowledge of MS Office i.e. Word, Excel Powerpoint, Outlook, Internet
良好的办公软件操作能力，如Word, Excel PowerPoint, Outlook, Internet等。

Interrelations/ 相互联系:

Contact with all the departments and staff.
与酒店所有部门以及培训咨询公司沟通合作。

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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