

OPERATIONS EXECUTIVE
(Vietnam / Nepal / Cambodia)

Responsibilities:

- Make sure the guests are being provided with superior customer service.
- Monitor and report risk and safety concerns to ensure a safe environment for both associates and guests.
- Support and communicate between all appropriate departments connected with the gaming floor.
- Oversee the daily implementation of operational goals and objectives while developing plans on ways to grow the business increasing revenue chances.
- Examine feedback on operation actions and initiatives from a guest viewpoint and prepare and present plans to address concerns and improve productivity.
- Assist the Manager with the development of action plans resulting from business plans, associate surveys, guest surveys, consultant feedback, etc.
- Developing plans based on associate feedback in all areas of the operation to continually improve efficiencies.
- Participate and lead meetings internal and external to our operation to gain consistency in communication and improve the overall guest experience within the slot floor.

Requirements:

- Diploma/Degree in Business Studies/Administration/Management or its equivalent or higher.
- More than 2 years' experience in relevant field. Possesses gaming machines or slots machine knowledge and/or hands on experiences are advantages.
- MS Office (Word, Excel, Power Point).
- Good command in written and spoken English.
- Able to work independently in a fast-paced environment.
- Good communication and Interpersonal skills.
- Comfortable and able to deal with all levels of staff, customers/guests and partners etc.