

08th January 2020

“With over 210 years of history and memories to last a lifetime”, so say travel critiques from around the world who has experienced the mystical wonders of the Mount Lavinia Hotel.

Mount Lavinia Hotel is the preferred choice for weddings, conferences and for the celebration of important events.

We have a vacancy for;

E-COMMERCE MANAGER

The ideal candidate should possess;

- Professional qualification in Marketing, Business Administration, Analytics or related field
- Minimum of 4 years job-related experience in an E-Commerce or Marketing job
- Self-starter with ability to lead and function independently with proven ability to work cross-functionally and across all levels of the Company
- Strong desire and motivation to succeed and develop in a fast growing and dynamic environment
- Great system knowledge of Office package (Excel, Word and PowerPoint) and have good learning abilities for additional internal systems
- Exposure to the hospitality industry is an added advantage

Duties and Responsibilities

- Replying and directing all email coming for the info email to the necessary people of the hotel
- Liaising with the front office and monitoring the daily reservation file check
- Replying to all the travel agent reservation emails (More than 300 travel agents)
- Directly handling the direct customers emails/ calls and converting them to sales
- Entering TUI Destimo Nordic reservations into the system
- Replying to room availability, excursions and other general inquiries for online channels
- Convincing the online other bookers to book the hotel directly through the website when they contact the hotel
- Sending payment links to all customers booking online and ensuring that the hotel gets the payment prior to the arrival of the guest





- Entering all OTA reservations into OPERA reservations system which does not automatically get entered
- Handling the commission payments on time by coordinating with finance
- Be a part of all online groups, blogs and conversations and communicating with the revenue manager and hotel team to grab future opportunities
- Liaising with the IT team and getting all the technical glitches and technical downtimes sorted
- Creating artwork for the OTA's and website booking engine as per the brand guidelines of MLH
- Monitoring the performance of the reservations executives and providing monthly feedback on how to improve the work efficiency
- Handling the reservations of the function rooms
- Ensuring all rates entered are cross-checked with contracts and no loopholes are left
- Maintaining a record of all the travel agent contracts and periodic discounts offered by sales team to ensure no agent is given discounts over and above the agreed amounts
- Handling all operational inquiries of guests who arrive at the hotel through online bookings

An attractive remuneration package and other perquisites are on offer to the selected candidates.

Applicants are required to forward their curriculum vitae with contact details of two non-related referees, copies of all relevant certificates and a passport sized photograph on or before 22nd January 2020 to;

Head of Human Resources
Mount Lavinia Hotel
100, Hotel Road, Mount Lavinia
E-mail: careers@mountlaviniahotel.com

