



澳門博彩股份有限公司  
SOCIEDADE DE JOGOS DE MACAU, S.A.

**Department:** SJM Excellence Staff Center

**Position Title:** Shop Assistant (Full Time)

**Job Description:**

- To assist the inventory and packaging of goods, tally and shelf
- Able to handle the general cashier, sales of goods, warehouse management
- Keep cleaning well in shop, handling to delivery and receipt of goods
- Follow regular duties assigned by store manager and superior

**Job Requirement:**

- High school graduated or above
- Equivalent working experience of sales is preferred
- With driving license of light vehicle or motor cycle is preferred
- With basic computer knowledge
- Proficient in spoken and written Chinese and basic English

Interested parties, please apply via:

- Email the detailed resume to [careers@macausjm.com](mailto:careers@macausjm.com)
- Hotline 89820288 / 68827115 / 68827118

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**澳門博彩股份有限公司**  
**SOCIEDADE DE JOGOS DE MACAU, S.A.**

**Department:** Electronic Gaming

**Position Title:** Senior Technician

**Job Description:**

- Liaise with operations team and other departments to maintain and promote efficiency in daily operations
- Lead the shift for ongoing development and implementation of Slot and Table Gaming equipment repair and maintenance
- Organize and lead the shift to complete all Slot and Table Games technical activities in assigned areas, ensure provision of excellent customer service
- Assist duties to the shift daily and ensure it is completed efficiently
- Manage the team's daily performance and report to Technical Manager if follow up required
- Ensure that Slot Technical Workshop areas are kept clean and well-stocked with supplies, manage the inventory levels and in / out record

**Job Requirement:**

- College graduated preferred or Equivalent experience
- Minimum of 4 years working experiences in Slot Technical Field, preferably in a large casino environment
- Experience in Casino Opening and table games support is an advantage
- Good understanding of all aspects and facets of Slot Operations including Slot Management Systems, Slot Machines, Electronic Table Gaming equipment and Player Tracking functionality
- Basic Computer knowledge, fluent speak and write in English
- Good teamwork and team spirit
- Require to perform shift duties

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SOCIEDADE DE JOGOS DE MACAU, S.A.

**Department:** Electronic Gaming

**Position Title:** Technician

**Job Description:**

- Ongoing development and implementation of Slot and Table Gaming equipment maintenance and repair processes
- Organize and complete all Slot and Table Games technical activities in assigned areas, ensure provision of excellent customer service
- Work with Slot Technical Team colleagues in the undertaking of electronic gaming related duties working at warehouse, assisting DICJ inspecting checking, machines movements / update games version and software projects
- Ensure that Slot Technical Workshop areas are kept clean and well-stocked with supplies
- Ensure that every slot machine is in optimum operational condition, on floor checking at regular time
- Maintain effective communication and information flow with Slot Senior Technicians and Shift Managers and throughout the Slot Department

**Job Requirement:**

- Secondary School Degree or above related professional degree
- Holding the IPM Gaming centre's Electronic gaming technical training certification or Electronic gaming technical advanced training certification is required
- Have Electronic Gaming technician experience is an advantage
- Basic Computer knowledge, fluent speaks and writes in English
- Good teamwork and team spirit
- Enjoy interacting with fellow TMs and Guests and always look for service opportunities.
- Require to perform shift duties

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**澳門博彩股份有限公司**  
**SOCIEDADE DE JOGOS DE MACAU, S.A.**

**Department:** Electronic Gaming

**Position Title:** Service Representative

**Job Description:**

- To attend to players and visitor's needs
- Ensure that all Slot areas are kept clean and well-stocked with supplies
- Verify and process slot machine transactions, including payouts and fills
- Ensure that every slot machine is in optimum operational condition
- Handle customer questions / complaints personally wherever possible, hand over / redirect to relevant authority where necessary

**Job Requirement:**

- High School Degree preferred
- Customer service related work experience is preferred. Slot Gaming understanding or experience is an advantage
- Willingness to be trained in slot operations in a large Casino environment
- Basic understanding of Slot Operations and basic computing skills preferred
- Be out-going, energetic and possess a positive attitude towards the job and the Company

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澳門博彩股份有限公司  
SOCIEDADE DE JOGOS DE MACAU, S.A.

**Department:** Hotel Operations

**Position Title:** Supervisor - Front Office

**Job Description:**

- Perform check-in and check-out processes utilizing established systems and procedures including appropriately allocating rooms to guests, escorting guests to room, confirming and executing account payment in accordance with established credit procedures. This includes ensuring that employee banks are balanced at the completion of each shift
- Assist in the managing, coaching and development of Front Desk Agent to ensure competence, performance and succession objectives are met
- Report guests' comments or complaints to the Duty Manager and find immediate solutions should required
- To ensure cashiering procedures are strictly adhered to
- Supervises all Front Desk staff ensuring all tasks as per the departmental task lists are completed at all times

**Job Requirement:**

- Diploma holder or above, major in hotel management is highly preferred
- Experience in a similar role in a 5 star hotel is an advantage
- Excellent verbal and written communication in English, ideally fluent in Cantonese and Mandarin
- Preferable with understanding of Hotel Property Management System (Opera)
- Must be able to work on shift and standing for long durations

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澳門博彩股份有限公司  
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**Department:** Hotel Operations

**Position Title:** Agent - Front Office

**Job Description:**

- Perform check-in and check-out processes utilizing established systems and procedures including appropriately allocating rooms to guests, escorting guests to room, confirming and executing account payment in accordance with established credit procedures
- Prepare daily VIP arrivals list by updating guest profiles, assign amenities and confirming special arrangements
- Update guest profiles with guest preferences, comments and feedback through guest preference collection slips and guest comment card
- Ensure the effective resolution of any issues raised by a guest either in person or by referring the issue to a more senior manager to ensure ongoing relations and rapport are not compromised with the guest
- Perform any other reasonable duties as required by the Front Office Manager from time to time

**Job Requirement:**

- Diploma holder or above
- Excellent verbal and written communication in English, ideally fluent in Cantonese and Mandarin
- Able to multi - task and work in a fast - paced environment
- Preferable with understanding of Hotel Property Management System (Opera)
- Good computer and system skills
- Must be able to work on shift

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澳門博彩股份有限公司  
SOCIEDADE DE JOGOS DE MACAU, S.A.

**Department:** Hotel Operations

**Position Title:** Rooms & Group Controller - Front Office

**Job Description:**

- Maintain current product knowledge of events and facilities of Grand Lisboa Palace including gaming, food and beverage and retail to ensure guest receive accurate, timely information and advice
- Assist Front Office in preparing, administering and compiling reports as required in an accurate and timely manner
- Prepare daily FIT, Gaming and Tour Group arrivals list by updating guest profiles, assign amenities, and confirming special arrangements
- Monitor and maintain full knowledge of room inventory, rates and available rooms for arrivals guests

**Job Requirement:**

- Diploma holder or above
- Excellent verbal and written communication in English, ideally fluent in Cantonese and Mandarin
- Prefer of previous experience in similar role
- Strong customer service orientation and attention to details

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澳門博彩股份有限公司  
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**Department:** Hotel Operations

**Position Title:** Supervisor - Concierge

**Job Description:**

- Supervise all concierge colleagues while on shift duties
- To develop colleagues knowledge through training on the job and coaching
- Ensure that the Concierge Desk information is always up - to - date
- Deputize for the Assistant Chef Concierge in his / her absence
- Ensures the smooth and orderly running of Concierge counter

**Job Requirement:**

- Diploma holder or above
- Related experience in a similar role is an advantage
- Excellent verbal and written communication in English, ideally fluent in Cantonese and Mandarin
- Good computer and system skills
- Must be able to work on shift

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SOCIEDADE DE JOGOS DE MACAU, S.A.

**Department:** Hotel Operations

**Position Title:** Agent - Concierge

**Job Description:**

- Ensure that the Concierge Desk information is always up-to-date
- Provide information to guests and visitors regarding the hotel facilities and local restaurants, events and attractions
- Perform any other reasonable duties as required by the department head from time to time

**Job Requirement:**

- Diploma holder or above
- Related experience in a similar role is an advantage
- Excellent verbal and written communication in English, ideally fluent in Cantonese and Mandarin
- Good computer and system skills
- Must be able to work on shift

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澳門博彩股份有限公司  
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**Department:** Hotel Operations

**Position Title:** Bell Captain - Concierge

**Job Description:**

- Conducts daily briefings and regular departmental meetings to ensure relevant information are disseminated as required
- Supervises the daily operation of the Bell Desk to ensure all allocated daily tasks are completed and all staff meets the service expectations required. Ensure the driveway and lobby area is maintained according to established service standards
- Supervises all group baggage transfer and amenity deliveries to ensure proper handling and completion
- Train, monitors and evaluate performance of all Bell, Door and Concierge Attendants

**Job Requirement:**

- Minimum of 3 years working experience in a similar role in a casino environment
- Excellent verbal and written communication in English, ideally fluent in Cantonese and Mandarin
- Good computer and system skills
- Must be able to work on shift and standing for long durations

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**Department:** Hotel Operations

**Position Title:** Greeter - Concierge

**Job Description:**

- Provides prompt and efficient customer service to guests by ensuring all guests are addressed in a polite and courteous manner in arrival and departure status
- Maintains friendly, courteous and professional image to all guests
- Be familiar with local attractions / activities to respond to guest inquiries accurately

**Job Requirement:**

- Good communication skills with preference of fluent Cantonese, Mandarin and English
- Must be able to work on shift and standing for long durations

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**Department:** Hotel Operations

**Position Title:** Bellman - Concierge

**Job Description:**

- Greeting, welcoming, directing and bidding farewell to guests and visitors in accordance with established service standards
- Retrieving, collecting, tagging and delivering guest luggage ensuring luggage is stacked or stored appropriately and not damaged during transit. This includes transporting luggage in a timely and discreet manner without disrupting guests, hotel operations or ambience

**Job Requirement:**

- Diploma or equivalent professional training
- Related experience in a similar role in a casino environment is an advantage
- Excellent verbal and written communication in English, ideally fluent in Cantonese and Mandarin
- Good computer and system skills
- Must be able to work on shift and standing for long durations

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**Department:** Hotel Operations

**Position Title:** Doorman - Concierge

**Job Description:**

- Open car doors and taxi doors in the hotel driveway
- Ensure that all guest luggage is retrieved from vehicle in a timely and efficient manner and transferred to the Bell counter for labelling. The Doorman is also required to assist the Bellman when required

**Job Requirement:**

- Prefer related experience with a five star hotel environment
- Good verbal communication in English, Cantonese and Mandarin
- Must be able to work on shift and standing for long durations

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澳門博彩股份有限公司  
SOCIEDADE DE JOGOS DE MACAU, S.A.

**Department:** Hotel Operations

**Position Title:** Cloak Room Attendant

**Job Description:**

- Receive personal property of guests for storage and retrieval in accordance with the Standard Operating Procedures
- Retrieving, collecting, tagging and delivering guest luggage to ensure luggage is stacked or stored appropriately and not damaged during transit. This includes transporting luggage in a timely and discreet manner without disrupting guests, hotel operations or ambience

**Job Requirement:**

- Prefer related experience with a five star hotel environment
- Excellent verbal in Cantonese and Mandarin
- Must be able to work on shift and standing for long durations

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**澳門博彩股份有限公司**  
**SOCIEDADE DE JOGOS DE MACAU, S.A.**

**Department:** Housekeeping

**Position Title:** Supervisor - Rooms

**Job Description:**

- Manage the day to day operation in providing supervision, direction and leadership where necessary and to monitor efficient and optimum levels of service standards
- Lead and supervise the room attendant to perform the day-to-day operation of the department to ensure service standards are followed
- Ensure guest room cleanliness and services as per department and Forbes 5-star standards

**Job Requirement:**

- Diploma holder or above
- Related experience in a 5 star luxury hotel, resort or casino environment is an advantage
- Proficiency in MS office
- Good communication skills, able to speak English is preferred
- Required to work on shift

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澳門博彩股份有限公司  
SOCIEDADE DE JOGOS DE MACAU, S.A.

**Department:** Housekeeping

**Position Title:** Room Checkers - Rooms

**Job Description:**

- Adhere to the established standards of conduct and house rules, fire regulations and department procedures and policies
- Check all assigned areas including but not exclusively: guestrooms, corridors, Back of the House, Pantries, etc
- Report to shift on time in issued uniform in a clean, neat and tidy appearance at all times

**Job Requirement:**

- Related working experience is an advantage
- Good communication skills, able to speak English is preferred
- Required to work on shift

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澳門博彩股份有限公司  
SOCIEDADE DE JOGOS DE MACAU, S.A.

**Department:** Housekeeping

**Position Title:** Supervisor - Public Area

**Job Description:**

- Supervises all the cleaners, houseman & attendants on the assigned section and handle special requests from guests, and other departments
- Ensures that the standard, policies and procedures are met at all times and to monitor efficiently the levels of service standards

**Job Requirement:**

- Diploma holder or above
- Related working experience is an advantage
- Proficiency in MS office
- Good communication skills, able to speak English is preferred
- Required to work on shift

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澳門博彩股份有限公司  
SOCIEDADE DE JOGOS DE MACAU, S.A.

**Department:** Housekeeping

**Position Title:** Supervisor - Floral

**Job Description:**

- Assist the floral asst. Manager with the overall management of all floral arrangements which will be reflective of our ultimate luxury hotel
- Ensure that all designs meet hotels standards and meet or exceed guests' expectations
- Billing / voucher to be done for all guest orders, events and charges to be posted to the appropriate guest room or banquet folio

**Job Requirement:**

- Diploma holder or above
- Related experience / With floral design certificates is an advantage
- Good communication skills, able to speak English is preferred
- Proficiency in Microsoft Office
- Required to work on shift

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澳門博彩股份有限公司  
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**Department:** Housekeeping

**Position Title:** Supervisor - Wardrobe

**Job Description:**

- Assists at all time in coordinating the smooth run of daily operation (in and out) as well as supporting the on boarding of new comers or uniform replacement of existing colleagues as well as supporting issuing or collection of uniforms for special events
- Adhere to all established standards of conduct and house rules, fire regulations as well as all department procedures and policies
- Ensure all wardrobe staff are appropriately attired at all times and escalate issues to wardrobe manager

**Job Requirement:**

- Diploma holder or above
- Related working experience is an advantage
- Good communication skills, able to speak English is preferred
- Required to work on shift
- Proficiency in Microsoft Office

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澳門博彩股份有限公司  
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**Department:** Housekeeping

**Position Title:** Attendant - Rooms

**Job Description:**

- Responsible for maintaining the highest cleaning standard of guest rooms, adjoining public areas, back of the house areas, and service areas
- Ensuring the comfort of all our guests as established by company standards & procedures
- Tasks includes but not exclusively making beds, dusting, vacuuming, cleaning and sanitizing bathrooms

**Job Requirement:**

- Related working experience is an advantage
- Good communication skills, able to speak English is preferred
- Required to work on shift

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**Department:** Housekeeping

**Position Title:** Houseperson - Rooms

**Job Description:**

- Clean designated areas including, but not limited to, restrooms, public areas, offices and banquet / meeting / conference rooms
- Assist Room Attendants. Greet guests in a friendly manner
- Report maintenance deficiencies and items in need of repair, as needed

**Job Requirement:**

- Related working experience is an advantage
- Good communication skills, able to speak English is preferred
- Required to work on shift

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**Department:** Housekeeping

**Position Title:** Runner - Rooms

**Job Description:**

- Delivery / Pickup of guest amenity items to include but not limited to rollaway beds, refrigerators, blankets, duvet inserts, pillows, mattress pads, microwaves, iron / boards, ice buckets, dental / shave kits etc
- Stocks Linen Storage Rooms with supplies and amenities. Empties garbage and dirty linen from guest residences and takes it down to Laundry

**Job Requirement:**

- Related working experience is an advantage
- Good communication skills, able to speak English is preferred
- Required to work on shift

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**Department:** Housekeeping

**Position Title:** Florist - Floral

**Job Description:**

- Make various floral designs and arrangement for front of the house and back of the house
- Monitor fresh flower arrangements on daily basis; freshening up flower arrangement when necessary or per schedule
- Assist Floral supervisor in making various floral arrangements Follow floral recipes for floral designs

**Job Requirement:**

- Floral shop working experience / Floral design certificate is an advantage
- Good communication skills, able to speak English is preferred
- Required to work on shift

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**Department:** Housekeeping

**Position Title:** Seamstress - Wardrobe

**Job Description:**

- Responsible for the maintenance of the uniforms for the entire complex. This include, but not exclusively, tasks such as fitting, marking, labelling, pressing, repairing, altering of uniforms
- Responsible to answer any guest request which sometime include fitting, alteration and mending
- Perform repair in a timely manner for staff uniform and guest garments

**Job Requirement:**

- Related working experience is an advantage
- Good communication skills, able to speak English is preferred
- Required to work on shift

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**SOCIEDADE DE JOGOS DE MACAU, S.A.**

**Department:** Housekeeping

**Position Title:** Attendant - Wardrobe

**Job Description:**

- Responsible for the distribution and collection (within and out of the organization) as well as the maintenance of the uniforms for the entire complex and fitting, marking, scanning labelling and finally recording the uniforms onto the uniform inventory system
- Check, track, record, dispatch and / or receive uniforms to / from outsource Laundry Company
- Inspect and hang all clean uniforms on conveyors according to designated slot number

**Job Requirement:**

- Related working experience is an advantage
- Good communication skills, able to speak English is preferred
- Required to work on shift

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澳門博彩股份有限公司  
SOCIEDADE DE JOGOS DE MACAU, S.A.

**Department:** Housekeeping

**Position Title:** Attendant - Linen Operations & Logistics

**Job Description:**

- Responsible for the distribution and collection (within and out of the organization) of all the various linen and closely involved in communicating with the in house laundry and the outsourced laundry
- Guarantee a smooth operation for the room department, SPA & recreation as well as food and beverage
- Responsible for daily systematic inventories of all the linen sent out and delivered to the property

**Job Requirement:**

- Related working experience is an advantage
- Good communication skills, able to speak English is preferred
- Required to work on shift

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澳門博彩股份有限公司  
SOCIEDADE DE JOGOS DE MACAU, S.A.

**Department:** Finance & Accounts

**Position Title:** Accounting Clerk

**Job Description:**

- Provide financial and administrative services and day to day processing of accounting transactions

**Job Requirement:**

- Bachelor degree in Accounting / Finance / Business Administration or related disciplines
- Proficiency in computer applications
- Proficient in spoken and written Chinese and English

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澳門博彩股份有限公司  
SOCIEDADE DE JOGOS DE MACAU, S.A.

**Department:** Finance & Accounts

**Position Title:** Junior Auditor

**Job Description:**

- Perform audit of gaming / non-gaming (Hotel and F&B) revenue, and to ensure compliance with government regulation and corporate policy and procedure

**Job Requirement:**

- Bachelor degree in Accounting / Finance / Business Administration or related disciplines
- Possess a flair for numbers and good interpersonal skills
- Proficient in spoken and written Chinese and English

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澳門博彩股份有限公司  
SOCIEDADE DE JOGOS DE MACAU, S.A.

**Department:** Information Technology

**Position Title:** Specialist - IT Helpdesk

**Job Description:**

- Receive calls from Lisboa Palace users and processing the case based on support flow
- Determine the best solution based on the issue and details provided by customers
- Follow - up case and update status information to users and escalate unresolved issues to relevant team as required

**Job Requirement:**

- Bachelor degree or above
- Minimum of 1 year working experience with Information Technology professional related certification and knowledge in Hospitality or gaming system and Information Technology infrastructure is preferred
- Knowledge and basic troubleshooting in Microsoft Office Software and the other Office Software
- Proficient in spoken and written Chinese and English
- Required to work on shift

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澳門博彩股份有限公司  
SOCIEDADE DE JOGOS DE MACAU, S.A.

**Department:** Food and Beverage

**Position Title:** Commis (Chinese / Western / Pastry Cuisine)

**Job Description:**

- Assist the Demi Chef to prepare the ingredients for the kitchen operations
- According to food safety hygiene standards to use, clean, store and maintain all the kitchen equipment

**Job Requirement:**

- Relevant experience is an advantage
- Required to work on shift

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澳門博彩股份有限公司  
SOCIEDADE DE JOGOS DE MACAU, S.A.

**Department:** Food and Beverage

**Position Title:** Server

**Job Description:**

- Handle guests' reservation request with polite manner
- Responsible for greeting and seating guests in a friendly and cheerful manner
- Ensure the table is set up before escorting the guests - taking orders, serving food and drinks to the guests in a timely and polite manner

**Job Requirement:**

- Primary school graduated or above
- Related working experience is an advantage
- Good communication in Chinese; capable to communicate in English is an advantage
- Required to work on shift

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**澳門博彩股份有限公司**  
**SOCIEDADE DE JOGOS DE MACAU, S.A.**

**Department:** Food and Beverage

**Position Title:** Agent - Telephone Sales

**Job Description:**

- Good knowledge of room service menu's and on promotions in other F & B outlet, able to provide recommendations and suggestions to guests upon request
- Record guest orders accurately and efficiently while honoring all special requests
- Approximate delivery time is given to the guest if the order has not been sent up by this time, a call must be placed to the guest to apologies and re - evaluate the delivery time
- Repeat customer orders for accuracy before entering them into the POS System

**Job Requirement:**

- High school graduated or above
- Previous experience in similar job role or equivalent
- Diligent attention to detail and safety
- Ability to speak Cantonese, Mandarin and English
- Required to work on shift

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**澳門博彩股份有限公司**  
**SOCIEDADE DE JOGOS DE MACAU, S.A.**

**Department:** Food and Beverage

**Position Title:** Host

**Job Description:**

- Greet incoming and departing Guests warmly with a genuine smile and eye contact
- Escort guests to assigned dining area depending on their preference
- Inform guests of current promotion and who will be serving them to ensure a smooth handoff to the service staff
- Answer incoming calls to the restaurant and provide appropriate service
- Manage the flow of Guests into the Dining and Bar areas, provide accurate wait times to incoming Guests if appropriate

**Job Requirement:**

- High school graduated or above
- Previous experienced in restaurant operations is an advantage
- Diligent attention to detail and safety
- Good communication skills with customers
- Proficient in spoken Cantonese, Mandarin and English
- Required to work on shift

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澳門博彩股份有限公司  
SOCIEDADE DE JOGOS DE MACAU, S.A.

**Department:** Food and Beverage

**Position Title:** Officer - Food Safety & Hygiene

**Job Description:**

- Work with the Hygiene Manager and Hygiene Assistant Manager to handle overall health and safety, food safety, standards within the hotels (mainly focused in kitchen operations)
- Train Health & Safety / Food Safety issues to managers, supervisors and colleagues
- Liaise with outside contractors and relevant staff on matters of Health & Safety and Food Safety
- Carry out Food Safety & Hygiene daily inspection within the hotel and maintain records
- Conduct food sampling of all hotel kitchens to ensure the health and safety compliance
- Perform other job related duties as requested

**Job Requirement:**

- Bachelor degree certification in Food Safety & Hygiene or related disciplines
- Previous experienced in similar job role or experience in hotel and restaurant environment
- Proficient in both written and spoken Chinese and English
- Proficient in Microsoft Office
- Able to multi - task and work in a fast - paced environment
- Diligent attention to detail and safety
- Required to work on shift

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澳門博彩股份有限公司  
SOCIEDADE DE JOGOS DE MACAU, S.A.

**Department:** Financial Planning & Analytics

**Position Title:** Analyst - Financial Planning and Analytics (Database Management)

**Job Description:**

- Responsible for developing and supporting the Data Warehouse and collect data from various sources into the Data Warehouse
- Perform data analytical tasks to support business operation and marketing
- Coordinate and assist Data warehouse platform implementation and support
- Collect data from various systems into Data Warehouse

**Job Requirement:**

- Bachelor degree in Gaming, Computer Science, Statistics, Data Science, IT or Mathematics is preferred
- Good working knowledge of SQL, SAS, Power BI, Tableau, SSIS & SSRS
- Proficient in both written and spoken Chinese and English

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澳門博彩股份有限公司  
SOCIEDADE DE JOGOS DE MACAU, S.A.

**Department:** Financial Planning & Analytics

**Position Title:** Analyst - Financial Planning & Analytics

**Job Description:**

- Analyze business trends and KPIs related to gaming performance, customer behavior and casino behavior
- Assist in data - mining and maintaining the data warehouse
- Implements analytical approaches and methodologies and assists in the interpretation of positive business results

**Job Requirement:**

- Bachelor degree or above
- Proficient in Microsoft Office, SAS and SQL
- Proficient in spoken and written Chinese and English

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澳門博彩股份有限公司  
SOCIEDADE DE JOGOS DE MACAU, S.A.

**Department:** Spa & Recreation

**Position Title:** Attendant - Spa & Recreation

**Job Description:**

- Maintain the cleanliness of the Spa and recreation areas
- Help keep facilities and equipment clean, neat and well maintained
- Greet guests with a smile and welcome
- Ensure that all reservations are taken without mistake and in their entirety at all times
- Performs other related duties as assigned

**Job Requirement:**

- Junior high school graduated or above
- Preferably relevant experiences in hotels luxury Spa, Fitness & Pool
- Excellent verbal communication in English, ideally fluent in Cantonese and Mandarin
- Able to work on shift

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澳門博彩股份有限公司  
SOCIEDADE DE JOGOS DE MACAU, S.A.

**Department:** Spa & Recreation

**Position Title:** Therapist - Spa & Recreation

**Job Description:**

- Always smile and greet guests and employees within the property in a friendly fashion
- Ensure all operational procedures are followed for the use of baths and steam rooms
- Assist with marketing and promotions as required by the SPA management
- Performs other related duties as assigned

**Job Requirement:**

- Minimum of 3 years related working experience at hotel or large scale spa environment; Working at 5 star luxury hotel or resorts is an advantage
- Related certificate / qualifications in wellness area
- Excellent verbal communication in English, ideally fluent in Cantonese and Mandarin
- Able to work on shift

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澳門博彩股份有限公司  
SOCIEDADE DE JOGOS DE MACAU, S.A.

**Department:** Spa & Recreation

**Position Title:** Concierge - Spa & Recreation

**Job Description:**

- Handles requests, enquiries and bookings for the Spa and Recreation according to established Standard Operating Procedures
- Meets and greets guests upon arrival, assists them where possible and wishes them a fond farewell when leaving
- Ensures all guests of Spa, Gym, and Pool areas sign the sign-in sheet and waivers
- Checks and monitors all bookings on the day and for the following days, making amendments where necessary
- Ensure correct billings
- Handles all calls according to and by the Company established telephone etiquette
- Maintains systematic up-to-date filing and tracking systems
- Manages and upkeep the functionality and cleanliness of the Reception area, and its back of house office
- Ensures adequate stock of Spa products are displayed, and replaces any damaged items. Immediately advises Manager of any shortages
- Ensures adequate stock of office stationery



澳門博彩股份有限公司  
SOCIEDADE DE JOGOS DE MACAU, S.A.

**Job Requirement:**

- High school diploma or equivalent
- Positive attitude
- Excellent verbal communication in English, ideally fluent in Cantonese and Mandarin
- Professional appearance
- Strong customer service orientation and attention to details
- Good communication skills
- Able to work on shift
- Standing for long durations

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**澳門博彩股份有限公司**  
**SOCIEDADE DE JOGOS DE MACAU, S.A.**

**Department:** Spa & Recreation

**Position Title:** Barber

**Job Description:**

- Welcoming clients and consulting with them on their desired hairstyles
- Cutting and trimming hair according to clients' instructions
- Styling hair using chemical solutions and styling tools
- Shaving, trimming and shaping clients' beards and mustaches
- Washing and conditioning clients' hair
- Providing hair treatments and coloring
- Ensuring that combs, scissors, razors, and other instruments are cleaned and sanitized after each use
- Supervising apprentices and trainees
- Providing face, scalp and neck massages
- Providing hairstyle suggestions to clients

**Job Requirement:**

- High school diploma or equivalent
- Minimum of 2 years working experience in a similar role
- Sound knowledge of current hairstyles and trends
- The ability to stand for extended periods of time
- Excellent communication skills
- Exceptional customer service skills

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澳門博彩股份有限公司  
SOCIEDADE DE JOGOS DE MACAU, S.A.

**Department:** Spa & Recreation

**Position Title:** Hair Stylist

**Job Description:**

- Welcome customers and identify their preferences by asking pointed questions
- Recommend hairstyles and haircuts according to customers' face shapes and tastes
- Wash, rinse and dry clients' hair using appropriate shampoos and conditioners (e.g. for oily hair or dry scalp)
- Cut, trim and shave hair using professional equipment
- Apply a wide range of hair coloring techniques, like highlights
- Create hairstyles for formal events and everyday looks, including braids, ponytails and buns
- Apply hair treatment products, as needed (e.g. color protection creams and hydrating masks)
- Form bonds with loyal customers and remember their hairstyle preferences
- Manage bookings and serve walk-ins
- Ensure tidiness of beauty stations and sterilize tools, as needed
- Cross - sell hair care products or services, when appropriate



澳門博彩股份有限公司  
SOCIEDADE DE JOGOS DE MACAU, S.A.

**Job Requirement:**

- High school diploma or equivalent
- Minimum of 2 years working experience in a similar role
- Proficiency in hair straightening and curling methods, using hot irons and curlers
- Hands - on experience with various coloring techniques
- Knowledge of a wide range of haircuts, suitable for all hair lengths (e.g. braids and top knots)
- Familiarity with hair treatment products and services
- Up - to - date with industry trends
- Excellent communication skills
- Physical stamina to stand for long hours
- Valid license from a cosmetology school

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**澳門博彩股份有限公司**  
**SOCIEDADE DE JOGOS DE MACAU, S.A.**

**Department:** Spa & Recreation

**Position Title:** Hairstyling Attendant

**Job Description:**

- Greet and welcome incoming clients
- Shampoo client hair
- Help hair stylists apply hair color, cut hair, and apply hair treatments
- Answer incoming phone calls and schedule customers for appointments
- Dry and style hair
- Clean all work areas, including sweeping floors, taking out trash, wiping down styling and hair washing stations, and sterilizing all styling tools after use. Wash and dry smocks, towels, and other fabrics used
- Stock inventory items and fill out inventory reports

**Job Requirement:**

- Secondary school diploma or equivalent
- Experience working in Hair Salon is preferable
- Passion for hairdressing and drive to succeed
- Ambition to progress hairdressing career and become a hair stylist, colorist or salon manager
- Good team player
- Patience
- Willingness to learn and practice

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澳門博彩股份有限公司  
SOCIEDADE DE JOGOS DE MACAU, S.A.

**Department:** Spa & Recreation

**Position Title:** Gym Instructor - Recreation

**Job Description:**

- To oversee the safe operation of the Gym area and monitors the procedures and standard operating procedures
- Ensure guests' satisfaction in the Gym areas, attend To the guests' needs and request while they are using the equipment
- Lead exercise classes, personal classes and provide assistance To guests
- Performs other related duties as assigned

**Job Requirement:**

- Degree or diploma in Health / Social or any related disciplines
- Minimum of 3 years related working experience; Working at 5 start luxury hotel or resort environment is an advantage
- Must have proven certificate as professional fitness instructor
- Fluent in English, Cantonese / Mandarin is an advantage
- Able to work on shift

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**澳門博彩股份有限公司**  
**SOCIEDADE DE JOGOS DE MACAU, S.A.**

**Department:** Surveillance

**Position Title:** Surveillance Operator

**Job Description:**

- Monitor and analyze all activities in the company's casinos through CCTV surveillance system, and report any illegal or suspicious behavior
- Handle and record all documents; and providing written reports to the department for all relevant events
- Detect inaccuracies and illegal activities
- Take precautions to avoid any loss, damage or accident
- Report all emergencies and violations to management
- Assist and perform of the work arranged by Shift Supervisor and Shift Manager

**Job Requirement:**

- Diploma holder or above
- Fluent in Cantonese & Mandarin, fair command of verbal communication in English
- Good reporting skill
- Proficiency in MS Office
- Honest, confidentiality, teamwork
- Able to work on shifts

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澳門博彩股份有限公司  
SOCIEDADE DE JOGOS DE MACAU, S.A.

**Department:** Procurement

**Position Title:** Officer

**Job Description:**

- Purchase goods, materials, components or services in line with specified cost, quality and delivery targets
- Ensure that a professional and consistent approach is taken in relation to all supplier relationships
- Undertake research on and evaluate existing and new suppliers
- Contact suppliers to resolve price, quality, delivery or invoice issues
- Perform other job related duties as requested

**Job Requirement:**

- Bachelor degree or above in related disciplines
- With experience in procurement field is an advantage
- Proficient in spoken Cantonese, Mandarin and English
- Proficient in Microsoft Office
- Able to multi-task and work in a fast-paced environment
- Diligent attention to detail and safety

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澳門博彩股份有限公司  
SOCIEDADE DE JOGOS DE MACAU, S.A.

**Department:** Security

**Position Title:** System Operator

**Job Description:**

- Observe and monitor persons on premises using CCTV camera system, respond to persons behaving suspiciously or unlawfully and report security breaches
- Allocate resources and tasks by responding to telephone / radio requests, monitoring progression / completion of tasks, recording and logging of all relevant information
- Acknowledge, respond and record all alarms within appropriate time frame
- Maintain and monitor Security Access System, radios and equipment
- Monitor and coordinate communications during emergencies
- Provide assistance and information to security operations
- Assist in training of new Security Control Room Officers
- Perform administrative tasks including reports and compilation of statistics
- Report accidents, injuries and unsafe work conditions to supervisors

**Job Requirement:**

- High school education or equivalent preferred, Bachelor degree an advantage
- Basic First Aid / CPR knowledge and certification
- Experience in customer service
- Basic computer skills
- Speak and understand Mandarin and Cantonese, English is advance
- Stand or walk for prolonged periods of time

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澳門博彩股份有限公司  
SOCIEDADE DE JOGOS DE MACAU, S.A.

**Department:** Information Technology

**Position Title:** Specialist - IT Field Service

**Job Description:**

- Perform Information Technology related frontline equipment installations; this includes but not limited to PCs, Mobile Devices, Printers, Plotter, Copiers, Scanners and Telephones
- Provide maintenance to Information Technology equipment
- Provide first line support to Information Technology related calls, tickets and escalate unresolved issues as required

**Job Requirement:**

- Bachelor degree in Computer Science, Information Technology or related disciplines
- Minimum of 1 year working experience in Information Technology field services is an advantage
- A solid understanding of the many Operating System versions, Microsoft Windows Server, Microsoft Workstation, Apple Mac, and Mobile Operating Systems
- Proficient in spoken and written Chinese and English
- Required to work on shift

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澳門博彩股份有限公司  
SOCIEDADE DE JOGOS DE MACAU, S.A.

**Department:** Information Technology

**Position Title:** Software Developer - Development

**Job Description:**

- Establish, operate and maintain the dedicated technical environments required for the development process
- Ensure compliance with the general programming best practices, accepted web standards and those standards set forth by upstream sources
- Perform unit test of the system before releasing for the QA test

**Job Requirement:**

- Bachelor degree or above in Computer Science, Software Engineering or related disciplines
- Minimum of 1 year relevant experience in delivering mission critical Information Technology solutions for large scale organizations or similar scale of operations
- Experience in Web application programming with different programming languages
- Proficient in spoken and written Chinese and English

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澳門博彩股份有限公司  
SOCIEDADE DE JOGOS DE MACAU, S.A.

**Department:** Resort Marketing & VIP Services

**Position Title:** Welcome Ambassador - Dispatch

**Job Description:**

- Welcome and acknowledge all guests according to company standards
- Assist in the arrival experience of each guest by loading and unloading guest luggage, and anticipating their needs
- Consistently offers professional, engaging and friendly service
- Be knowledgeable about Grand Lisboa Palace and amenities highlighting what the property has to offer during guest orientation / escorts to the property

**Job Requirement:**

- Diploma or equivalent experienced preferred
- Previous Guest service experience preferred
- Basic computer skills
- Fluent in English, Cantonese, Mandarin

Interested parties, please apply via:

- Email the detailed resume to [careers@macausjm.com](mailto:careers@macausjm.com)
- Hotline 89820288 / 68827115 / 68827118

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**澳門博彩股份有限公司**  
**SOCIEDADE DE JOGOS DE MACAU, S.A.**

**Department:** Resort Marketing & VIP Services

**Position Title:** Service Agent - Resort Marketing Services

**Job Description:**

- Inbound and outbound telephone interaction. Speaking with prospective customers by operating telephone equipment, automatic dialing systems, and other telecommunications technologies  
Qualifies prospects by utilizing data in the system
- Completes reservations by recording names, addresses, phone, email and required accommodations of guest and creating reservation(s) in the system

**Job Requirement:**

- Diploma or equivalent experienced preferred
- Minimum of 1 year working experience in the field or in related area
- Proficient in the use of Microsoft Office applications such as Microsoft Word, Excel, PowerPoint
- Fluent in English, Cantonese, Mandarin

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**澳門博彩股份有限公司**  
**SOCIEDADE DE JOGOS DE MACAU, S.A.**

**Department:** Resort Marketing & VIP Services

**Position Title:** Dispatcher - Dispatch

**Job Description:**

- Control Limousine order taking and dispatch
- Answer all incoming phone calls, take down limousine reservations and enter the taken reservations into the system
- Assign as well as dispatching limousine for the ad-hoc limousine taken
- Brief chauffeurs ensure they know exact locations as well as correct guest of this assignment

**Job Requirement:**

- Diploma or equivalent experienced preferred
- Minimum of 1 year working experience in car park operations field or transportation
- Fluent in English, Cantonese, Mandarin

Interested parties, please apply via:

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澳門博彩股份有限公司  
SOCIEDADE DE JOGOS DE MACAU, S.A.

**Department:** Loyalty Marketing & CRM

**Position Title:** Executive - Content Development

**Job Description:**

- Assist to set up and review the criteria of direct marketing offer in MDP system
- Research the offer content from competitors to satisfy the needs from patrons strategically
- Coordinate with internal departments for rewards offering selection relying on customer preference and demand
- Work closely with Channel team to ensure the offer delivery through the appropriate distribution channel

**Job Requirement:**

- Diploma or above in Gaming, Marketing, Finance, Information Technology or related field preferred
- Minimum of 1 year working experience in similar positions in Casino industry preferred
- Experience in Casino Programmes and CRM Tools
- Strong marketing sense and creative mindset to develop direct offer marketing campaign

Interested parties, please apply via:

- Email the detailed resume to [careers@macausjm.com](mailto:careers@macausjm.com)
- Hotline 89820288 / 68827115 / 68827118

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澳門博彩股份有限公司  
SOCIEDADE DE JOGOS DE MACAU, S.A.

**Department:** Loyalty Marketing & CRM

**Position Title:** Executive - Channel Management

**Job Description:**

- Assist managers in formulating and driving the online and offline CRM strategies to maximize customer loyalty and ROI
- Assist managers in implementing communication and information to customers on a personalized level, at the right time with right message that fits the individual customers' needs
- Assist managers in the execution of key marketing channels thru Marketing Distribution Platform, including but not limited to Direct Mailing, SMS, We Chat and other types of social media

**Job Requirement:**

- Bachelor Degree or above in Marketing, Digital, Communications or Information Technology or related field preferred
- Minimum of 1 year working experience in similar positions in Casino industry preferred
- Knowledge of 'customer journey' development and optimization
- Knowledge of CRM, MS Office, and other modeling reporting tools preferred

Interested parties, please apply via:

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