



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
- 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: 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
SOCIEDADE DE JOGOS DE MACAU, S.A.

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

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

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

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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SOCIEDADE DE JOGOS DE MACAU, S.A.

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

Department: Finance & Accounts

Position Title: Senior 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: Food and Beverage

Position Title: Commis (Chinese / Western 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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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: Gaming Revenue Optimization & Strategic Analysis

Position Title: Analyst

Job Description:

- Analyze business trends and KPIs related to gaming performance, customer behavior and casino behavior
- Implements analytical approaches and methodologies and assists in the interpretation of positive business results
- Assist Senior Analyst to create daily, weekly, monthly tactical and analytical report to management for use in decision making and strategic planning
- Identify opportunities to optimize the business through analytics and statistical modeling
- Prepare dashboard and performance summary to monitor the market trend
- Assist in data-mining and maintaining the data warehouse

Job Requirement:

- Bachelor degree in hospitality, gaming, statistics, finance, computer science or mathematics is preferred
- Any certification related statistics preferred
- Relevant work experience is an advantage
- Proficiency in MS Office, SAL and SQL
- 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: Gaming Revenue Optimization & Strategic Analysis

Position Title: Analyst (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
- Analyze business trends and KPIs related to gaming performance, customer behavior and casino behavior
- Assist to enhance and maintain ETL data integration and provide support to the management
- Assist in data-mining and maintaining the data warehouse

Job Requirement:

- Bachelor degree in Gaming, Computer Science, Statistics, Data Science, IT or Mathematics is preferred
- Any database management and analytical experience is preferred
- Involving in large Information Technology projects is preferred
- Good knowledge of gaming business areas covering business processes and reporting with analytic
- 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: 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 upkeeps 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
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Department: Information Technology

Position Title: Data Architect

Job Description:

- Responsible for Technical planning, design and implementation of Corporate Data Architecture domain to ensure alignment of company's business strategy
- Participate the implementation of data integration from different internal/external data sources
- Responsible for Data warehouse data model design and implementation for casino operation and customer segmentation
- Participate the implementation of ETL strategy, design and specifications

Job Requirement:

- College degree or above in Computer Science, Business or Information Technology related disciplines
- At least 5 years working for software development, Database and Business Intelligence Solutions
- Experience with one or more of the following database engines: (Oracle, SQL Server, NOSQL and MySQL)
- Experience with one or more of the following BI Reporting tools: (SQL, Tableau, PowerBI, SSRS, SAS and Cognos)
- Experience with one or more of the following ETL tools: (SSIS, Informatica, Talend and Apache Kafka)

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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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