

## Position Description 工作职责

|  |  |
|--|--|
| <b>Position Title 职位:</b><br>Receiving Clerk 收货文员                            |  |
| <b>Department 部门:</b><br>Finance 财务部   | <b>Corporate Location 地址:</b><br>Waldorf Astoria Xiamen 厦门华尔道夫酒店 |
| <b>Reports to 上级:</b><br>Accounting Supervisor - Cost Control<br>会计主管 - 成本控制 | <b>Date Written/Revised 日期:</b><br>09-MAR-2020                   |

### Position Summary 职位概述

The basic responsibilities of the Receiving Clerk are to ensure that all items received are in accordance with the specifications stated in the Purchase Order and Market List and is acceptable condition.

收货员的基本职责是确保所有收到的物品与采购订单和市场清单所描述的一致，并且条件可以接受。

1. To maintain a high customer service focus by approaching your job with the customers always in mind and being proactive in a timely manner towards their needs and requests of customers.  
始终使自己的工作以顾客为核心,积极主动及时地对待顾客的需要和要求。
2. To have a positive impact, taking personal responsibility and initiative to resolve issues, always clearly communicating with both customers and colleagues.  
承担个人责任并主动解决问题,清楚地与客户和同事沟通,以取得积极影响。
3. To be motivated and committed, approaching all tasks with enthusiasm and seizing opportunities to learn new skills or knowledge in order to improve your personal performance.  
自我激励和承诺,主动承担所有工作并抓住机会学习新的技能或知识,从而提高个人业绩。
4. To be flexible, responding quickly and positively to changing requirements including the performance of any tasks requested of you.  
对改变的要求能够灵活,快速并积极响应,包括要求的任何任务。
5. To maintain high team focus by showing co-operation and support to colleagues in the pursuit of team goals.  
通过展示对同事的合作和支持,以团队目标为追求,保持以团队为重点。
6. To contribute ideas and suggestions to enhance operational/environmental procedures in the Hotel.  
提供意见和建议,以提高酒店的运营/环境程序。
7. To actively promote the services and facilities of the Hilton Hotels to guests and suppliers of the Hotel.  
积极推销酒店的服务和设施给客人和酒店的供应商。
8. To perform all duties and responsibilities in a manner that ensures your safety and that of others in your workplace.  
执行所有义务和责任以确保工作中自身和他人安全。

9. To contribute positively to Equilibrium and Esprit by providing both guests and fellow team-members with courteous, hassle-free service and by seeking to always maintain a pleasant working environment.  
通过积极的态度提供礼貌和无障碍服务给客人和下属员工,始终保持愉快的工作环境。
10. To ensure that all merchandise entering the storerooms have proper documentation (delivery dockets, purchase orders etc.).  
确保所有进入仓库的货物有合适的书面文件 (送货单, 采购单等)。
11. To ensure that all merchandise is examined for both quality and quantity against approved PO.  
根据批准的采购单确保所有货物的质量和数量都经过检查。
12. To ensure merchandise is forwarded to either the storerooms; or in the case of direct orders, to the department concerned.  
确保货物被运送到仓库或直入部门。
13. To properly document and account for all outgoing merchandise with gate pass from Security.  
根据保安部提供的出门单合理记录并计算所有出店的货物。
14. To check incoming goods expiry dates to ensure that it is within acceptable limits of the hotel.  
检查收入货物的截止日期以确定在酒店可接受的范围内。
15. To ensure the imported items are provided legally with proper certificate provided by Government.  
确保进口货物有政府提供的合法证书。
16. To prepare receiving logs and daily receiving record summary.  
准备收货日志和每日收货记录汇总表。
17. To check that supplier tax invoices are correct according to purchase order and items supplied.  
根据采购订单和提供的项目, 检查供应商税务发票的正确性。
18. To follow up on any discrepancies relating to quality and/or quantity (including weight) of goods received.  
就收到货物的质量和/或数量 (包括重量) 差异进行跟进。
19. To ensure that only goods ordered and approved are received.  
确保收到的物品仅为订购和批准的物品。
20. To assist in the periodic operating equipment stocktakes.  
协助定期对运营设备的存货盘点。
21. Maintains adequate control on all inwards and outwards goods into the loading dock and storerooms.  
对所有进出收货区域及仓库的物品保持足够的控制。
22. To assist in the monthly stocktake process.  
协助每月库存盘点流程。
23. To maintain good relations with all hotel departments.  
与所有酒店部门和供应商保持良好关系。
24. To have strong knowledge of Excel, Microsoft Word and the hotel inventory/purchasing software.  
拥有对 Excel, Microsoft Word 和酒店库存/采购软件的丰富知识。
25. Ensures all documentation (purchase orders, invoices, delivery dockets etc) is forwarded to Accounts Payable on a timely basis.  
确保所有文件 (采购订单, 发票, 送货单等) 及时转送给应付账款员。
26. Assist in the preparation of month end reports and other ad hoc reports that may be required from time to time.  
协助准备月末报告和其他可能需要的特殊报告。

27. To maintain vigilance in ensuring the security of the loading dock and all storage areas.  
保持警惕性以确保收货区域和所有仓库的安全。
28. To be familiar with all emergency procedures.  
熟悉所有突发事件程序。
29. Maintains an adequate and up to date filing system.  
维护足够的且最新的档案系统。
30. Is flexible in relation to working hours, especially at month end.  
灵活的工作时间,特别是在月末。
31. Handles all requests and enquiries in a timely, efficient and friendly manner.  
即时,有效,友好地处理所有要求和询问。
32. Minimises the risks of accidents and workers compensation costs by ensuring the correct work practises are used and that the area is safe from hazards.  
确保正确的工作实践及该工作区域的安全不受危害,使得意外的风险和员工赔偿费用最小化。
33. To perform any additional tasks assigned to ensure that the department functions smoothly.  
执行一切额外的工作,以确保酒店职能顺利运作。
34. The management reserves the right to change / extend this job description if necessary at any point of time during her / his employment.  
如有必要, 该部门有权更改或补充该职位描述。
35. Carries out any other reasonable duties and responsibilities as assigned.  
完成任何其他合理的职责和被指派的职责。

### **Organizational Relationships 组织关系:**

Positions directly reporting to this position (titles):

直接向这个职位汇报的是:

- N/A 没有

### **Specific Job Knowledge, Skill and Ability 工作技能技巧要求:**

1. Knowledge of receiving.  
具备收货知识。
2. Must possess basic computational ability.  
基本掌握计算机技能。
3. Good cooperation attitude with related departments  
与相关部门有良好的合作精神。

### **Required Qualifications 必要的资历要求:**

1. College graduate.

大专毕业。

2. Work in hotel before.  
有酒店工作经验。

**Preferred Qualifications 更高的资历要求:**

1. Line operations management and labor related experience preferred.  
有运作部门工作经验者优先考虑。
2. Good command of both written and oral English.  
良好的书面和口头英语。