“Genting Hong Kong, formerly known as Star Cruises Limited, is the leading global leisure, entertainment and hospitality corporation. A primary business activity of the company is cruise and cruise related operations under the brand of Star Cruises and Norwegian Cruise Line (NCL). Star Cruises, together with NCL, is the third largest cruise operator in the world that owns a combined fleet of 18 ships visiting over 200 destinations in the world, offering approximately 35,000 lower berths.”

List of Vacancies

Business Development Officer

Responsibilities:

- Responsible for planning marketing strategies of the academy, in coordination with the Business Development Manager and a committee of selected academy personnel.
- Designs and maintains the webpage of the academy.
- Develops and implements duly-approved promotional or advertising plans, concepts, and marketing strategies for the academy.
- Liaises with outside advertising agents with regard to the print and broadcast advertising needs of the academy.

Requirements:

- Candidate must possess at least a Bachelor's Degree in Hospitality, Human Resource Management or equivalent.
- At least 2 years of industry-related experience. Involved in marketing, including developing and executing promotional advertising plans, concepts and strategies.
- Experience in conducting needs analysis is strongly preferred.
- Experience on Photoshop and Microsoft software, including Word, Excel and PowerPoint.
HR (Fleet) Assistant / Officer

Responsibilities:

- Assists in preparing crew contracts, promotion and increment.
- Assists in key-in and updating SAP system for crew movement (crew sign on/off, re-designation, promotion and increment).
- Assists in SAP system monitoring and updating to be performed immediately after payroll cut off using audit trial for all key-in data.
- Assists in handling crew payroll discrepancies, various crew opinions, complaints and suggestions.
- Assists in liaising and building rapport with other divisions on crew matters.
- Assists in liaising with Manning agents on crew requisition and rejoinders.
- Assists in verification of bills from Manning agents and claims from crew.

Requirements:

- Candidate must possess at least a Bachelor's/College Degree, Human Resource Management or equivalent.
- With 2 years of HR related experience
- Proficient in Microsoft Office
- Must possess good command of written and verbal English communication skills

IT - Applications Engineer - SAP FICO

Responsibilities:

- Serve as a Support Analyst and configuration specialist providing application functional support and implementation in the SAP Financials and Controlling applications area.
- Develop and maintain the configuration and functional design documents and support role changes.
- Provide functional and operation support in SAP to both ship and shore Finance and controlling business users.
- Constantly update technical knowledge and skills by attending in-house and/or external courses, reading manuals and accessing new applications.
- Recognizes and takes action when escalation and de-escalation is required for critical and urgent cases following defined escalation procedure.
- Provide weekly/monthly or as required status report on work progress.
- On-call 24/7 to support operation after working hours.
- Perform other tasks that may be assigned from time to time.
Requirements:

- Candidate must possess at least a Bachelor's/College Degree, Computer Science/Information Technology or equivalent.
- At least 2 years of working experience in the related field is required for this position.
- Good knowledge of software development methodology; Must have strong programming skills.

**IT - Systems Engineer**

Responsibilities:

- Administer and maintain Infrastructure Systems and Business applications in Data Centre by monitoring and correcting both hardware and software defects.
- Provides 2nd level of technical assistance in supporting and assisting users’ daily automated processes and tasks.
- Provide assistance to ships and oversea office in administering and maintaining Infrastructure System in respective data Centre.
- Recognizes and takes action when escalation and de-escalation is required for critical and urgent cases.

Requirements:

- Degree in Computer Science/Information Technology or equivalent
- Preferably 1-4 years Experienced Employees specializing in IT/Computer
- Good knowledge of Database Technology; and experience in planning & administration of systems ranging from Operating Systems (Microsoft, Unix/Linux) and Database Administration Certification (Microsoft, Oracle, or DB2) will be an added advantage.
- Strong analytical skill in business environment & applications requirement understanding to plan for growth and service level maintenance
Manager - Data Warehouse/ Customer Relationship Management (CRM)

Responsibilities:

- The Manager, Data Warehouse/CRM will be responsible to provide support to the Business Analytics team including technical support and administration of the analytics environment and applications/tools, resolving any technical/application/tools/programming related issues.
- Support the Business Analytics team in providing technical support and administration of the analytics environment and applications/tools, and resolving any technical/application/tools/programming related issues.
- Work with Data Warehouse/CRM team to develop strategies and plans to improve the quality of customer information in the DW (Data Warehouse) to enable the DW to be used by customer service, marketing and sales as a single source for better customer service (KYC), database marketing, credible base for reporting, cross-selling, campaign execution, data analysis and CRM.
- Assist Business Analytics team in the collection and compilation of market and competitive research information.
- Organise and maintain the library of market and competitive research information.

Requirements:

- Minimum 5 years experience in supporting CRM and analytics platform for a fast growing consumer organization.
- Result oriented and possess strong leadership, technical and management skills.
- Good organizational and time management skills and able to multi-tasks in accordance to business priorities and resources.
- Able to work independently, effectively and efficiently under tight schedules without sacrificing quality of output.
- Proficient in English and preferably with knowledge in Mandarin and Cantonese (written & spoken).
- Possess a university degree in Business development or 5 years working experience supporting a CRM or analytics platform or related disciplines with at least 2 years in a managerial capacity.
**Contact Center Officer**

**Responsibilities:**

- Handle all incoming call inquiries, complaints and ad-hoc request from customers, this includes processing of booking, amendment and cancellation received via telephone and fax.
- Effectively manage customer interaction, identify needs and offer a solution.
- Follow up on the feedback, escalation within internal department and customers.
- Escalate unsolved issue to the Team Leader.
- Feedback customer’s comments to Team Leader for service improvement.

**Requirements:**

- Candidate must have completed at least second year college.
- Required language: English.
- Preferably graduate of Tourism, Commerce or any related course
- Customer service oriented candidates with good interpersonal skills.
- Excellent communication skills (listening, verbal and written skills).
- Excellent telephone etiquette.
- Must have good working attitude and a good team player.
- Flexible and diplomatic in handling customer complaint issues.
- Must be willing to work on shifts and on Public Holiday

**Senior Manager / Manager - Internal Audit**

**Responsibilities:**

- Prepare detailed audit programs to effectively and efficiently test key controls and are in line with audit objectives.
- Conduct/lead audit teams in the performance of system walkthroughs and review.
- Perform compliance/substantive testing independently or manage & review the testing performed by the audit team.
- Prepare draft audit report in accordance with the prescribed format and standard.
- Collate and follow-up on management responses for all audit findings highlighted in the draft report and ensure timely issuance of final report, in accordance with audit plan.
- Provide input on operational risk issues, and keeping abreast with the latest auditing and risks developments to ensure relevance, and effectiveness of General Operations audits.
Requirements:

- Candidate must possess at least a Bachelor's/College Degree in Accounting, Auditing, Business or its equivalent.
- Must be a Certified Public Accountant or its equivalent.
- At least 10 years relevant experience, with minimum 3 years at Managerial level.
- Has proven track record within internal/external audit environment, evidencing strong performance in conducting high quality audit work, findings and reports.
- Demonstrates leadership in managing people and projects.
- Excellent analytical, written communication, interpersonal, organizational and presentation skills.
- Familiar with risk-based and business/operational process focused audit approach.
- Must be willing to travel up to 40% in Asia Pacific.

Steps on how to apply:

Step 1: Log on to www.starcruises.com
Step 2: Go to the Careers tab, click on career opportunities
Step 3: Click on Shore based “see more” tab
Step 4: Select Philippines as the country, click go
Step 5: Choose and click the position that you are applying for
Step 6: Click on the “apply now” tab at the bottom of the page
Step 7: Fill out the application form and submit once done
Step 8: Print and Bring the application form during your interview