

15th of June 2022 St Lucia Vacancies

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1. 13 Vacancies at MARIGOT BAY RESORT AND MARINA

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Are you enthusiastic and goal driven Do you strive to be the best at what you do

Do you want to work in an environment where you are empowered to make decisions If so, then Marigot Bay Resort and Marina is an ideal workplace for you.

We invite qualified candidates to apply for the following positions at this exquisite property

- Executive Housekeeper
- Houseman
- Security Officer
- Front Office Agent
- Storekeeper
- Sushi Cook
- Pastry Cook
- Cook
- Steward
- Spa Therapist
- AC Technician
- KitchenLaundry Technician
- F&B Pool Server

A recent police record certificate is required for all positions. A valid health card is mandatory for all Food and BeverageCulinary positions.

Send an email to hr@marigotbayresort.com to submit your application.

The deadline for submission of applications is Monday June 20, 2022.

We welcome all applications; however only shortlisted candidates with a minimum of 2 years of related experience will be interviewed.

Marigot Bay Resort and Marina is an equal opportunity employer who believes in the growth and success of our employees as well as our business.

[\[View file #1811 online\]](#)



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2. Accounting Manager Vacancy

Accounting Manager Vacancy

Accounting Manager

We are recruiting an experienced, detail and result oriented full time Senior Accountant to provide professional accounting and administrative support, in order to facilitate an efficient and effective operation.

Responsibilities:

Provides accurate and timely accounting services including: maintaining and paying accounts receivable, reviewing payables invoices, writing and posting journal entries

Reconciling bank accounts and compiling monthly financial statements

Preparing statutory returns

Assists with cash management, ensuring all deposits agree to deposit summaries; following up on collectables and preparing weekly bank account summary

Prepares statistical information as required

Updates accounts payable, pays suppliers, reconciles balances and investigates and follows up on payables and receivables.

Review all inter-company transaction.

Prepares and records asset, liability, revenue, and expenses entries by compiling and analyzing account information.

Maintains and balances subsidiary accounts by verifying, allocating, posting, reconciling transactions; resolving discrepancies.

Maintains general ledger by transferring subsidiary accounts; preparing a trial balance; reconciling entries.

Summarizes financial status by collecting information; preparing balance sheet, profit and loss, and other statements.

Delegate financial responsibilities to Accounting team.

Conduct monthly and quarterly account reconciliation to ensure accurate reporting and ledger maintenance

Prepare accurate, timely financial statements in accordance with our established schedule and with input from the rest of the Accounting department.

Preferred Skills and Requirements:

Sound knowledge of and analytical skills pertinent to IFRS standards, depreciation taxation policies and related legal issues.

Proficiency in Quickbooks, Microsoft Dynamics GP or other accounting software.

Proficiency in Excel spreadsheet applications.

High level of computer literacy, including Microsoft Office suite.

Human resources and supervisory skills; communications skills, report-writing; ability to delegate, time management and innovation

Demonstrated honesty and integrity in performance of duties day-to-day.

Demonstrated competence and sound judgment.

Bachelor degree in Accounting/ Finance from a recognize university or completion of ACCA.

Three years' minimum accounting experience at a senior level, including use of accounting software (Quickbooks, Microsoft Dynamics GP, etc.).

Training in spreadsheet applications from a recognized institution.

Minimum of two years' experience in a service environment

** Only applications selected for interview will be acknowledged *

Contact Information

Please submit an application along with two references to hr@cagestlucia.com no later than June

20th, 2022.

[\[View file #1812 online\]](#)



CAGE St. Lucia Ltd.

3. RainForest Adventures St Lucia Vacancy

RainForest Adventures St Lucia Vacancy

Rain Forest Adventures invites applications from suitably qualified persons for the position of Adventure Specialist. The incumbent will be responsible for introducing guests to Rain Forest Adventures' attractions, such as the history of the forest's Flora/Fauna and other areas of interest through the zip line, tram, trail and bird watching tours.

KEY JOB RESPONSIBILITIES:

Conduct tours (Tram/Zip line/ Trail tours etc.)

Educate guests about the history of the forest (Flora/Fauna).

Conduct line check which includes (cables, zip line platforms etc.).

Assist guests in suiting and un-suiting of harnesses/safety gear.

Greet guests at arrival of taxis and conduct orientation (content of tour, ticket booth, restaurant, restrooms, safety etc.).

Ensure guests fill out all waiver forms and other documents.

Provide and advise for items if needed (repellant, ponchos, locker rooms for bags/personal items etc.) before tour.

Provide information and facts whilst on tour and other information that may be of interest to guests.

Answer any questions guests might have within the scope of work.

Ensure guests' safety and that they adhere to rules and safety regulations whilst on tour.

Ensure guests' safe departure after tour.

Report any incidents/accidents immediately to Health and Safety Officer and Head of Department.

Promote RFA's product offerings, including photo and souvenir shops.

Encourage guests to provide feedback on social media platforms.

Maintain the highest level of confidentiality related to company information.

Maintain performance standards as set by management.

Perform any other related duties as may be assigned by the Team Lead and Guides Coordinator.

QUALIFICATIONS, SKILLS & EXPERIENCE:

High School Diploma with minimum 5 CXC passes including English and Mathematics.

Certification in CPR and First Aid is an asset.

Good customer service and communication skills.

Ability to create a fun, friendly and enthusiastic atmosphere.

Ability to speak loudly and clearly.

Must be comfortable with people from all different walks of life/background.

Ability to retain and share information.

Ability to respond to unexpected situations quickly and effectively.

Ability to organize people and lead large groups.

Applications inclusive of resume and certified copies of relevant qualifications should be emailed to: cgreenidge8@gmail.com no later than Wednesday, June 22nd, 2022.

[\[View file #1813 online\]](#)



4. Training and Development Manager - Contact Center

Training and Development Manager - Contact Center

POSITION SUMMARY

Go Answer is a world-class BPO with the mission of exceeding the expectations of our clients, (and their clients), one extraordinary customer experience at a time. The key focus of the Training and Development Manager is the development, deployment, and measurement of training curricula for our Global Contact Centers. You will be partnering with subject matter experts both internally and externally to ensure that the training we provide to our staff matches our support needs and stays current as services evolve. Your expertise in training techniques and practices will help drive enhanced skills among employees in order to improve performance in our contact centers at all levels of employment.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Creates and maintains training curriculum throughout the contact center at all levels; agents, specialists, supervisory and leadership positions

Develops career path and matriculation of employee roles at various levels, noting prerequisite requirements for advancement

Utilizes C2Perform performance management system to manage instructional design, training requirements and needs, calendars and more

Partners with Clients to create and implement introductory training and certification programs

Ensures that all QA Specialists, Supervisors, Team Leads and other essential team members are trained, certified and developing expert-level support to lead specific programs

Maintains Training and Quality Matrix in conjunction with the Quality Assurance Supervisor

Designs and Implements Training Programs or Process Enhancements as Preventative Measures and/or to Correct Quality Concerns

Schedules and oversees Training

Identifies and responds to trends in contact center performance to develop and provide needed training modules

Demonstrates Thorough Knowledge of Functional Areas and Processes

Works Cross-Functionally Across all Areas, Internally and Externally to Guarantee Optimal Customer Experience and Client Satisfaction

Work with Specialists and Teams to guide performance to meet partner KPI's

Partner with Performance Managers, Supervisors and QA to prepare nested Specialists for production

Develop and manage tools to measure training performance, analyze data and prepare reports for senior management and/or partners

Provide Training Specialists with guidance, best practices and feedback and partner with them for success in achieving goals and driving success

SKILLS AND QUALIFICATIONS

Minimum knowledge, skill and/or ability required to perform job functions:

Minimum of 5 years of demonstrated Training Experience, preferably with management experience

Provide samples of past work

Superior interpersonal skills and professionalism

Highest level of understanding of company programs, policies, services and products

Ability to solve problems at a tactical and functional level

Excellent oral and written communication skills, with exemplary platform skills

Solid work ethic and unquestioned integrity

Self-motivating, entrepreneurial spirit with the ability to be resourceful and take initiative

Exceptional spoken and written English skills

Demonstrates critical thinking ability

Demonstrated skill and experience with voice recording tools, quality management and voice analytics platforms to improve customer interactions.

Must demonstrate a clear understanding and appreciation of Contact Center concepts and practices, including: use of systems, call routing, various contact channels (voice, email, chat, etc...), various types of customer transactions/interactions, workforce management, performance measurements, quality initiatives, coaching and mentoring, career progression, employee engagement, staff development, diverse learning styles, and the unique demands of frontline staff.

Experience developing a culture of high standards, cohesive teamwork, and customer focus.

Excellent leadership and organizational skills; attention to detail; willingness to work in a fast-paced environment and effectively meet aggressive timelines.

Must possess adequate & engaging presentation skills

Advanced capabilities within Microsoft Office, with a core focus on Advanced Excel skills

Professional & Advanced written and verbal communication skills is required.

The ability to work independently, unsupervised, and deliver ongoing results.

Strong coaching and team member development skills. Effective Team Player!

Ability to work across groups both directly and indirectly to achieve a common goal

Demonstrate an understanding of change management, the importance of it, approaches, key tasks and imminent timelines

Possess and demonstrate strong process resolution skills

Advanced Analytical and data analysis skills

Strong partnership mindset

Highly organized and adept at multitasking

Consistently high performance

Reliable attendance and schedule adherence

OUR CORE VALUES

To ensure that Go Answer Team Members have an environment where expectations are clear, we desire that they embrace each Core Value through the use of descriptors and fully understand the behavioral drivers to be successful:

EXCELLENCE IN QUALITY

We believe that excellence is never an accident; it is the result of high intentions, critical thinking, focused effort, and skillful execution.

We are relentless in our pursuit of daily incremental improvement.

RELIABILITY AND INTEGRITY - "WALK THE TALK"

We conduct business with transparency to build trust, loyalty, and to improve the quality of our relationships, both internally and externally.

We stand by what is right and fair at all times.

TRUE PARTNERSHIP

We work as a true and enthusiastic collaborator with our clients to provide unparalleled customer experiences and ensure the best possible results.

We maximize and enhance our potential through genuine connections with our team members at all levels.

FOSTER TEAMWORK

We recognize that we are stronger together and working towards a common goal.

We believe a strong Team is greater than the sum of its parts and helps ordinary people perform extraordinary things.

POSITIVE ATTITUDE AND ENERGY

We are solutions-oriented and outcome-focused.

We always focus on what we can do rather than what we can't.

GENUINE EMPATHY & RESPECT

We cannot step into someone else's shoes until we take off our own.

We recognize and celebrate diversity and value the opinions of others.

We stand by what is right and fair at all times.

OWN IT!

We do what we say we're going to do, even in difficult situations.

Get it done... Do it now; Fix it now; Answer it now.

If you are interested in applying for this position, please email your resume and cover letter clearly stating the position you are applying for, along with a sample/portfolio of your work to Eusezhann Wilson, Senior Center Manager at eusezhann.charles@1888goanswer.com no later than Friday, June 17, 2022.

[\[View file #1814 online\]](#)



5. We need help getting rid of scammers and spammers. Apply to be a Moderator. Contact the Admin or make a post.

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