

The PKF hospitality group is the internationally recognised market leader in hospitality consulting for almost 100 years. We provide a full range of consulting and other services for the hotel, living, tourism & leisure sectors. Our clients include international hotel groups and operators as well as project developers and investors, to whom we offer a complete portfolio of consulting services, from feasibility studies and operator searches to transaction consulting, project development, asset management and tourism master plans.

To grow our global Human Resources team, we are looking for a fulltime

CRM Coordinator

working in one of our European offices (preferably Kyiv), starting **January 2024**.

Your Tasks

- data cleaning – systematic review of all existing contacts including:
 - Duplicate check: Detect and clean up duplicates
 - Correcting errors and creating consistency in how/where data is recorded
 - Completing any missing or incomplete data
 - Confirming information is up-to-date and correct to ensure integrity of data
 - Checking the relevance of data/entries
 - Investigating returned/bounced communications from hard and soft copy mailouts (e.g. newsletters) and correcting data.
 - Working with the team to update known discrepancies
- Strategic data review and expansion
 - Regular review of data
 - Development of an instrument for the regular review of data
 - Selective and targeted addition of contacts
 - Monitor data entries
- Preparing reports from the CRM for the PKF hotelexperts group Directors and teams as appropriate
- Assist with the ongoing maintenance of the CRM training and instructional materials, conduct trainings
- Assist with the customization of the CRM system as appropriate to match varying needs of teams and produce reports to analyse data

Your Profile

- Strong computer, administrative and data entry skills with exceptional attention to detail
- Experience with database data entry, preferably Microsoft Dynamics
- Ability to maintain strict confidentiality when working with sensitive information
- proficient in Microsoft Office (Word, Excel, PowerPoint), ability to quickly learn new applications
- highly proficient verbal and written English language skills is a must, knowledge of other languages is an advantage
- Good time management and organizational skills, with an analytical, conceptual and foresighted approach
- Independent work, flexibility and willingness to learn

Our Offer

- be part of the leading hospitality consulting firm
- friendly and team-oriented working atmosphere with flat hierarchies
- diverse and multinational team, working together across borders
- professional development and further training

We believe that diversity makes us a stronger firm and look to employ people with different backgrounds, ideas, styles and skillsets.

If you are interested in joining the leading hospitality consulting firm, please submit your application (CV + cover letter) to recruiting@pkfhospitality.com.