

Company Overview

Fortis Riders was founded in Atlanta in 2000 as a pre-paid taxi card company, targeted at university students. After 17 years and sustained growth, we've traveled from the very inexpensive end of the ground transportation market to the very high end. Fortis Riders is the premier secure ground transportation solution for ultra high net worth individuals as they travel the globe - in fact, more private jet owners use Fortis Riders services than any other similar solution. With offices in the U.S. and Hong Kong, and global operations, Fortis Riders provides this solution in more than 100 countries and 1,000 cities worldwide.

Role Overview

Fortis Riders (Asia) is seeking a qualified individual for frontline operations in a client relations environment. This person will report to the Director of the office as a member of the agile local team in Hong Kong. The company expects personnel to be detail-oriented, with a desire to grow and develop their talents. Fluency in English and conversation Putonghua required for this role. Possible growth avenues include marketing, sales support, vendor sourcing, security specialization, and travel management.

The position is available immediately, and an employment visa may be sponsored for promising candidates.

Key Responsibilities

- Process client requests via communication channels of email, telephone, and certain messaging apps
- Plan itineraries, routes, and location visits with a critical attention to detail
- Performing quality assurance checks with local vendors, chauffeurs, and key third-party liaisons
- Work as part of a close-knit local team to fulfil client expectations in the region
- Integrate with our international team to ensure the same high standard of service globally

Other Requirements

- Able to speak English with near-native fluency, Putonghua at conversational level or better
- University completed (degree in hospitality, travel, languages, or business disciplines helpful but not required)
- Familiarity with MacOS, common office programs

Position Details

- Position available immediately
- Training to be split between Hong Kong and U.S headquarters (~3 weeks)
- Salary: HK\$ 22,000 - 24,000 per month, with bonus tied to personal and company metrics
- Office based in Wanchai

Contact

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