

New World Facilities Management Company Limited

Established in 2009, New World Facilities Management Company Ltd. ("NWFM") is the management company of Youth Square. Located in the proximity of MTR Chai Wan Station, Youth Square strives to become the focal point of Hong Kong's territory wide youth development activities.

Youth Square adopted an innovative spatial design to reflect a new generation's identity. Youth Square comprises a wide range of facilities such as theatre, studio, multi-purpose area, hostel, retail shops and offices.

NWFM is inviting candidates with the right caliber to join our team.

Assistant Manager, Venue Services

Responsibilities:

- Assist supervisors in formulating operational strategies with a view to maintaining operational productivity and efficiency in a full spectrum of operational services including but not limited to customer service standard, sales target, theatrical efficiency, work safety and performance of systems
- Assist supervisors in setting up departmental KPIs to achieve company goals and objectives including but not limited to sales target, sales strategies, maintenance plan, filler programs benefiting stakeholders of the property
- Assist supervisors in preparing operational budget and management analysis and monitor operating costs to ensure effective utilization of resources
- Manage and co-ordinate with various functions of the Operations Department in the preparation of monthly, quarterly, annual and ad hoc reports
- Plan and review the daily manpower deployment by managing staff roster and coordinating with various functions of the Operations Department in handling related administrative work for the requisition of casual labour to ensure smooth operation, timely payment and achieve optimal utilization of resources and an effective cost control mechanism

- Monitor venue usage, revenue and traffic records and coordinate with various functions of the Operations Department in the preparation of reports and analysis
- Perform the role of Duty Officer as circumstances required to oversee all on-day event, monitor and direct cross team staff to address as hoc requests and monitor and report abnormalities
- Manage and co-ordinate with various functions of the Operations Department in the handling of customer feedback, enquiry, complaints and lost & found cases with a view to ensuring timely and appropriate response by written and verbal means
- Coordinate with various functions of the Operations Department in the liaison with hirers, contractors and in-house staff on site visit requests, booking matters and event requirements, technical feasibilities, venue set up, signage, technical requirements, equipment, rundown and compliance to house rules and statutory requirements to ensure smooth operation
- Assist booking applications of multi-purpose areas/rooms and co-ordinate with various function of the Operations Department to handle with the corresponding operation services
- Handle ad hoc tasks as assigned

Requirements:

- Degree or above in business management, venue management or related disciplines
- At least 3 years' relevant experiences with 2 years' in supervisory level, exposure in Venue Services is preferred
- Independent, well organized and able to work under pressure
- Good command of both spoken and written English & Chinese
- Proficiency in Microsoft Office applications
- Immediate available is preferred

We offer competitive salary and attractive benefits to the right candidates. Interested parties please send resume with **current and expected salary** to Human Resources Department at resume.nwfm@youthsquare.hk or send to New World Facilities Management Company Limited, Room 706, 7/F, Youth Square, 238 Chai Wan Road, Chai Wan, Hong Kong.

For details of the company, please visit website www.nwfm.com.hk

Personal data collected will be used for recruitment purpose only. All collected information will be kept on our files for 24 months.