

## Associate, Visitor Experience (Full-time/1-year contract)

### About the post

Reporting to Director of Operations, Visitor Experience Associate is responsible for assisting the development and implementation of visitor experience strategy and ensuring high level of customer satisfaction for all visitors of the Centre for Heritage, Arts and Textile (CHAT).

### Main Duties

The Visitor Experience Associate will be expected to:

- Support front desk daily operations at galleries, receptions, CHAT Shop, Hall and other CHAT event areas. Responsibility includes locker administration, cash box management, lost and found operations, ticketing, and greeting, escorting and ushering of visiting groups.
- Perform information counter duties and onsite enquiries in a professional and pleasant manner.
- Oversight of exhibition spaces and exhibits condition to ensure a pleasant museum visitor's journey.
- Handle telephone, email enquiries and resolve contingency in a professional manner.
- Manage visitor or customer experience, including customer surveys and other feedback mechanisms.
- Coordinate with on-duty ambassadors and docents for a smooth operation.
- Represent VE team when collaborating with CHAT teams / colleagues on special events.
- Respond to emergency and unexpected cases following standard operating procedures and using good judgment and efficiency.

You should have/be:

- Higher diploma or above in Hospitality/Hotel Management or other related discipline.
- Minimum 2 years working experience in service field, tourism, retail and/or hospitality sector.
- Must be able to work on duty roster during weekends, statutory and general holidays. Flexible scheduling for various shifts and holidays required.
- A good team player and proactive.
- Good command of both written and spoken English and Chinese; Mandarin would be advantageous.
- Proficiency in MS Word, Excel and PowerPoint.
- Knowledge / experience in heritage and/or art field is preferred.

### TO APPLY FOR THIS POSITION

Qualified candidates should email their cover letter, CV, expected salary, names of 2 references with contact information to [hr@mill6chat.org](mailto:hr@mill6chat.org)

*The information provided will be kept confidential and used for recruitment purposes only. Applicants not contacted within **six weeks** may consider their applications unsuccessful.*