

## Head of Visitor Experience

### About the post

Reporting to Co-directors and the Director Finance and Administration, the Head of Visitor Experience is responsible for leading the development and implementation of visitor experience strategy, recruiting and managing the Visitor Services team and ensuring that high level of customer service and overall high level of satisfaction for all on-site visitors of the Centre for Heritage, Arts and Textile (CHAT).

### Main Duties

The Head of Visitor Experience will be expected to:

- Develop the visitor experience strategy, service standards and policies for CHAT.
- Manage visitor experience team on daily operation of all customer-facing services locations including galleries, receptions, CHAT Lounge, CHAT shop, Hall and other open area.
- Designs data collection requirements and implement surveys (online and offline); manage and operate an efficient ticketing system (when applicable for certain events)
- Collect timely feedback from visitors of CHAT and take timely action to report and communicate to senior management and all other relevant departments and implement appropriate corrective and/or preventive measures accordingly.
- Oversee and manage front desk operations at galleries, receptions, CHAT Lounge, CHAT Shop, Hall and other open area including locker administration, cash box, lost and found operations, ticketing, greeting visitors, escorting visitors and ushering visitors.
- Proactively plan and coordinate with various relevant departments within CHAT such as venue management, events management, curatorial, marketing/communications, finance, development, security, cleaning and IT and any other relevant teams to provide a seamless visitor interface during all programmes.
- Manage the recruitment, administration and logistics support of visitor experience team, ambassadors and docents onboarding, scheduling, rostering.
- Develop, prepare training materials and train visitor experience team, ambassadors and docents; and facilitate training as needed.
- Lead event management responsibilities and oversee on event and services arrangement, including special group tours
- Oversee staff presentation, uniforms organization and procurement, customer service training and adherence to CHAT standards
- Manage the Visitor Experience Team to:
  - (1) Proactively provide any necessary or immediate assistance to visitors and address their needs.

- (2) Handle telephone, email and other online/offline enquiries and resolve contingency in a professional manner.
- (3) Perform information counter duties effectively and responding to emergency situations and cases.

You should have/be:

- Degree in Hospitality/Hotel Management or other related public guests facing discipline.
- Proven working experience in service field in 8 years, with at least 3 years at supervisory level.
- Have exercised sound and experienced judgment in difficult visitor situations and have experience in crisis management.
- Strong team player and willing to multi-task and coordinate pro-actively amongst various internal teams and external vendors.
- Excellent interpersonal and communication skills, including writing, documenting and preparation of training proposals in English and Cantonese
- Must be able to work on duty roster during weekends, statutory and general holidays
- Comfortable in public speaking, able to present to large groups, delivering briefings and updates.
- Knowledge in online visitor survey system will be advantage.
- Willingness to work and rotate to non-traditional hours (weekends and special opening hours), think independently, take initiative and meet deadlines.
- Experience in managing docent and/or contract gallery assistants would be an asset.
- Proficient in Cantonese, Putonghua and English
- Proficiency in MS Word, Excel and PowerPoint.
- Knowledge / experience/ strong interest in heritage and 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.*