

Officer, Visitor Experience

About the post

Reporting to Head of Visitor Experience, Visitor Experience Officer is responsible on assisting in 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). As the first contact point of visitors, your position sets a lasting impression of overall visitor experience.

Main Duties

The Visitor Experience Officer will be expected to:

- Support front desk daily operations at galleries, receptions, CHAT Lounge, CHAT Shop, Hall and other open area including locker administration, cash box, lost and found operations, ticketing and the greeting, escorting and ushering.
- Proactively provide any necessary or immediate assistance to visitors and address their needs.
- Perform information counter duties and onsite enquiries in a professional and pleasant manner.
- Respond to emergency and unexpected cases following standard operating procedures and using good judgment and efficiency.
- Assist in enforcing service pledges, procedures, policies, guidelines and/or standards.
- Handle telephone and email enquiries and resolve contingency in a professional manner.
- Handle visitor or customer experience including customer surveys and other feedback mechanisms.
- Assists in venue set up and coordinates with other parties in logistical arrangements if necessary.
- Coordinate with on-duty part-time ambassadors and docents for a smooth operation.

You should have/be:

- Higher diploma or above in Hospitality/Hotel Management or other related discipline.
- Proven working experience in service field, tourism, retail and/or hospitality sector in 3 years.
- Must be able to work on duty roster during weekends, statutory and general holidays. Flexible scheduling for various shifts and holidays required.
- Experience in Docent and/or Ambassadors is an asset.
- Knowledge in online visitor survey system will be advantage.

- Detail oriented and have excellent interpersonal and communication skills
- Proficient in written and verbal Cantonese, Putonghua and English
- Proficiency in MS Word, Excel and PowerPoint.
- Being a good team player and willing to assist for multiple different tasks.
- 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

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