

## Retail Operations Assistant

### About the post

Reporting to Textiles Programmes Department at Centre for Heritage, Arts and Textile (CHAT), the Retail Operations Executive will be responsible for CHAT Shop set up, operations and inventory management of CHAT from March 2019.

**CHAT Shop** echoes the vision of our exhibitions and programmes. Besides selling CHAT's publications and exhibition catalogues, we collaborate with our artists, designers and partners, to bring you delightful offerings that open your senses to a deeper immersion and understanding of textile stories around the world.

The Retail Operations Assistant will be expected to

- Manage CHAT Shop merchandise and inventory, display and furnishing inventory, stockroom and storefront arrangements.
- Represent CHAT as part of the team, and introduce CHAT Space and programmes to visitors.
- Have a thorough understanding of all CHAT Shop products and the ability to deliver the information to the customers.
- Daily operations of shopfront include:
  - Stock taking, keeping and maintenance such as labelling and packaging
  - Product care and shop VM display maintenance.
  - Display and furnishing orders and deliveries.
  - Producing promotional materials for digital and print communication of CHAT shop brands.
  - Manage regular maintenance services such as cleaning.
  - To handle incoming sales requests via email or phone.
- Monitor and generate daily sales reports to management.

You should have/be:

- Graduate of marketing, merchandising, business administration preferred
- Minimum 2 years of retail operation experience, or related background preferred
- Passionate in lifestyle and textile focused culture and brands.
- Curious about contemporary arts and design.
- Excellent customer service and communication skills.
- Good sales analytical capabilities.
- Strong written skills in Chinese and English, and fluency in spoken Cantonese, English and Putonghua are essential
- Proficiency in PC and MacOS
- Strong knowledge in Microsoft Word, Excel, PowerPoint
- Knowledge in design software such as Adobe Illustrator, Photoshop is an advantage

**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.*