

## **Assistant Visitor Experience Manager**

(Candidates with less experience may be considered for the post of **Senior Executive and Executive** role)

### **About the post**

Reporting to Director of Operations and the Manager of Visitor Experience, the Assistant Visitor Experience (VE) Manager is responsible for co-leading the development and implementation of visitor experience strategy, recruiting and managing the VE 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 Assistant Visitor Experience Manager will be expected to work closely with the Manager of Visitor Experience to:

- Develop VE strategy, service standards and policies for CHAT and ensure a high level of visitor satisfaction.
- Ensure VE team works efficiently within all CHAT areas on public safety, security of collections/artworks, smooth visitor flow, locker administration, cash box, lost and found operations, ticketing system, greeting visitors, escorting visitors and ushering visitors.
- Plan and coordinate with various relevant departments within CHAT any other relevant teams to provide a seamless visitor interface during all programmes.
- Ensure effective communication across VE team through daily briefings, regular team meetings, training days and other forms of communication.
- Have full and update knowledge of all exhibitions and events and ensure that this information is communicated to VE team.
- Manage cash reconciliation processes for VE related operations.
- Manage the staff budget, recruitment, administration and logistics support of VE team and ambassadors, such as onboarding, scheduling and rostering.
- Develop, prepare training materials and train visitor experience team and outsourced ambassadors; and facilitate training as needed.
- Collate and monitor visitor feedback, identifying and reporting on trends.
- Ensure that general enquiries, event and group bookings, and visitor feedback is dealt with professionally and efficiently.
- Design data collection requirements and implement surveys (online and offline) and prepare daily reports.
- Coordinate any emergency evacuations as required following emergency procedures, ensuring the safety of all visitors at all times.
- Manage VE 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.
- Perform any other ad hoc duties

**You should have/be:**

- Higher diploma or above in Hospitality/Hotel Management or other related public guests facing discipline.
- Proven working experience in service field of at least 3 years, with at least 1 year 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.
- Willingness to work and rotate to non-traditional hours (weekends and special opening hours), think independently, take initiative and meet deadlines.
- 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 and 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.*