

Associate, Retail Operations (Full-time/1-year contract)

CHAT Shop echoes the vision of CHAT's 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.

About the post

The Retail Operations Associate will be expected to:

- Manage daily CHAT Shop operations, which includes:
 - Point of sale and associated transactions.
 - Stock taking and inventory maintenance such as labelling and packaging.
 - Product care and shop VM display care.
 - Display and associated furnishing orders and deliveries.
 - Handle incoming sales requests via email or telephone.
 - Follow CHAT Shop operation procedures including associated administrative tasks. Work with CHAT teams in producing promotional materials for digital and print communication of CHAT shop brands.
 - Work with venue management on regular maintenance services such as but not limited to cleaning and venue facilities upkeep.
- Have a thorough understanding of all CHAT Shop products along with the ability to present the information to the customers in an engaging manner.
- Represent CHAT and as an integral part of the frontline team, is aware of CHAT exhibition and activities so as to be able to provide general introduction of CHAT programmes to visitors.
- 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.
- Must be able to work on duty roster during weekends, statutory and general holidays. Flexible scheduling for various shifts and holidays required.
- Excellent customer service and communication skills.
- Good sales analytical capabilities.
- Fluency in spoken Cantonese, English and Putonghua are essential.
- 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

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