

Associate - Visitor Experience (Full-Time / 1-year contract)

Job Description

Reporting to the Manager of Operations, the Associate of Visitor Experience is responsible for:

- support daily operations of the front desk at galleries, receptions, The Hall and other CHAT event areas;
- managing tasks including but not limited to answering phone/email enquiries, visitors' lockers, lost & found, ticketing, cashier, greeting & ushering group tours;
- coordinating with outsourced ambassadors, docents and volunteers for smooth operations;
- overseeing exhibition spaces and exhibits condition
- conducting visitors surveys and other feedback mechanisms;
- responding to emergency and unexpected incidents according to standard operating procedures with good judgment;
- ensuring a pleasant experience for visitors, and
- performing other ad hoc duties

Qualifications and Attributes

- Higher diploma or above in hospitality, hotel management or other related disciplines
- At least 2 years of experience in the service industry, tourism, retail and/or hospitality sector
- Must be able to work on duty roster during weekends and holidays
- A good team player and proactive
- Excellent customer service and communication skills
- Fluent in spoken English, Cantonese and Putonghua is essential
- Knowledge or experience in heritage and/or arts field preferred

TO APPLY FOR THIS POSITION

Qualified candidates should email their cover letter, CV, expected salary 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.*

Important Note

Centre for Heritage Arts and Textile ("CHAT") is a Temporary Places of Public Entertainment ("TPPE") licensed premise and we abide by the HKSAR government-maintained measures under the Prevention and Control of Disease - Requirements and Directions (Business and Premises) Regulation Cap. 599F. Upon employment by Mill 6 Foundation Limited who operates CHAT, staff is expected to comply with the government stated vaccination or testing requirement and/or other requirements of the company.