

## **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

You should have/be:

- 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 and names of 2 references with contact information to [hr@mill6chat.org](mailto:hr@mill6chat.org) by 19 May 2023.**

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