

Job Title: Executive/ Senior Executive, Guest Experience

Reporting Officer

Manager, User Experience

Job Description

- Perform Duty Manager role for Jewel by commanding daily operations in both the retail and attractions environment
- Champion and implement operational and service-related initiatives for Jewel
- Liaise with various stakeholders to design and implement processes
- Monitor lapses in operational and service delivery and provide suggestions and implement work improvements within the company
- Attend and respond to operational feedback and requests from guests and internal stakeholders

Skills/Knowledge Required

- Degree in any discipline. Candidates with no degree but with relevant working experience will be considered.
- Ability to plan and manage events.
- Ability to manage data, analyse and propose strategic plans to drive footfall into Jewel.
- Positive attitude, self-motivated and able to work independently.
- Good written and verbal communication skills.
- Quick witted and able to handle issues that are escalated.
- Possesses critical and analytical thinking, multi-tasking and project management skills.
- Strong team player and able to work with business partners to achieve operational targets and desired experience in Jewel
- Able to work on rotating shift, weekends and public holidays.