

<b>Job Title: Executive/ Senior Executive, Guest Experience (1 +1 Year Contract)</b>
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<b>Reporting Officer</b>	Manager, Guest Experience
<b>Job Description</b>	
<p>Jewel Changi Airport (Jewel), a world-class multi-dimensional lifestyle destination in Singapore, is developed by Jewel Changi Airport Trustee Pte. Ltd., a joint venture by Changi Airport Group and CapitalLand. Jewel features a distinctive dome-shaped facade made of glass and steel, making it an iconic landmark in the airport's landscape. At 135,700 sqm in size, it offers a range of facilities including airport services, indoor gardens and leisure attractions, retail and dining offerings as well as a hotel, all under one roof. These unique offerings in Jewel are envisaged to enhance Changi Airport's appeal as a premier air hub.</p> <p>The User Experience department manages Jewel Changi Airport's attractions &amp; mall operations, guest experience (GX), facilities management, as well as tenancy design &amp; experiential creation. As a core member of the GX team, you will strengthen Jewel's excellence in operations and guest engagement, as well as enhance its competitiveness as a multi-dimensional lifestyle destination.</p> <p>You will have both shift and regular hours responsibilities, including:</p> <ul style="list-style-type: none"><li>• Shift Duty manager and overall shift in-charge of the daily attractions &amp; mall operations; organise the service partners and oversee the key deliveries in service, safety, security &amp; experience.</li><li>• Lead for assigned attractions, guest engagement and/or operational portfolios, develop continual improvement plans, champion and implement related initiatives.</li><li>• Drive new operational/ experiential trials and projects.</li><li>• Feedback management, stakeholder management, events planning.</li><li>• Administrative duties include but are not limited to addressing email enquiries, procurement and payment related tasks.</li></ul>	
<b>Skills/Knowledge Required</b>	
<ul style="list-style-type: none"><li>• Experienced in orchestrating multi-faceted operations in the attraction or hospitality sector.</li><li>• Conversant in customer engagement, process improvement and multi-stakeholder management.</li><li>• Possesses critical &amp; analytical thinking, multi-tasking, and project management skills.</li><li>• Quick-witted and able to handle escalated issues, business disruption and service recovery with composure.</li><li>• Strong team leader who can command the shift and harness the support &amp; strength of other business partners to achieve core operational targets and desired guest experience.</li><li>• Good interpersonal, written, and verbal communication skills.</li><li>• Must be able to work on rotating shift, weekends and public holidays.</li><li>• A degree is a plus but not a must. More importantly, candidates should have the relevant working experience and are empathic, positive and self-motivated.</li></ul>	