

Job Title: Executive / Senior Executive, Retail Marketing & Visitorship Development, Marketing & Partnerships Department

Requestor

Reporting Officer

Assistant Vice President, Marketing & Partnerships

Job Description

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 CapitaLand. 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.

We are seeking a highly motivated and driven individual to join our Retail Marketing & Visitorship Development team. This role is responsible for ideating, planning, coordinating, and executing engaging events and experiences in Jewel, with the objective of driving footfall and customer engagement through innovative on-ground activations.

Your key responsibilities are:

- Conceptualize and plan marquee events and promotions which can drive customer interaction and enhance visitor experience
- Coordinate end-to-end execution, including vendor management and logistics while ensuring high-quality execution aligned with Jewel brand standards
- Liaise with internal operations teams and external stakeholders (such as IP owners or partners) to ensure that the set-up comply with the mall policies, fire and safety requirements
- Build and maintain relationships with event vendors
- Track and manage event budgets
- Monitor customer responses, footfall, and feedback during events
- Compile post-event reports and feedback for improvement

Skills / Knowledge Required

- Possess a diploma / degree with minimum 3 years of relevant experience
- Creative, resourceful and detailed-oriented
- Self-motivated and able to work under pressure
- Strong organizational and communication skills
- Ability to multi-task and work in a dynamic working environment with multiple stakeholders
- Results-oriented and able to meet tight deadlines
- Prepared to work irregular hours during events

We thank all candidates for your interest in a job at Jewel Changi Airport, and regret that only shortlisted candidates will be notified.