

Job Title: Executive, Retail Management

Reporting Officer

Manager, User Experience

Job Description

You will help to enhance the competitiveness of Jewel Changi Airport retail, F&B and services businesses; as well as make Jewel Changi Airport a world class lifestyle destination, acclaimed for excellence in operations and service. Your role encompasses overseeing and managing outlets in Jewel; which entails tenant relationship management, tenant fit-out and reinstatement, management of tenant feedback, regular mall inspections, formulation of operational policies and execution of operational improvement initiatives.

You will also be responsible for ensuring that tenants and their staff are familiar with the environment and ready for operations including system readiness, stocking, staff familiarisation, etc at opening.

Working in the User Experience team, you will work closely with various stakeholders to ensure smooth handover of tenanted spaces and to ensure smooth transition during tenants' onboarding. You will also be involved in developing operational policies and establishing SOPs for the staff, as well as organizing periodic activities and initiatives for tenant engagement.

Skills/Knowledge Required

- Good Degree in any discipline
- Positive attitude, self-motivated and able to work independently.
- Able to work with a team and/or business partners to achieve operational targets and desired experience in Jewel
- Excellent interpersonal, verbal, written communication and presentation skills