

Job Title: Senior Executive/ Executive, User Experience

Reporting Officer

Assistance Vice President, User Experience

Job Description

- Perform Duty Manager role for Jewel in a Retail Environment. This includes ensuring the building is ready for operations, guests experience, and safety is uncompromised.
- Plan and implementation of operational initiatives for Jewel with the use of data analysis and survey feedbacks.
- Provide suggestion and work improvement within the company.
- Attend and respond to all internal and external feedbacks received across all platforms. Liaise with cross functional team to ensure processes are followed through.

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.
- Well-verse in SISTIC or other ticketing platforms is a plus.
- Positive attitude, self-motivated and able to work independently.
- Good written and verbal communication skills.
- 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.