

Job Title: Senior Manager, Guest Experience

Reporting Officer

Head, User Experience

Job Description

We are looking for motivated individuals with an eye for detail and an obsession for customer experience. You will be joining a dynamic team to plan and deliver an extraordinary experience for our guests and partners at Jewel Changi Airport. Leading the Guest Experience unit, you will be responsible for curating new experience touchpoints, opening new sales channels & driving attraction revenue, as well as managing both the mall & Canopy Park daily operations. Delight our guests!

Skills/ Knowledge Required

- Strong passion to serve.
- Thrives in a dynamic operational environment.
- Meticulous, inquisitive, innovative, positive and self-motivated.
- A proven leader with strong critical & analytical thinking, multi-tasking and project management skills.
- Good written and verbal communication skills.
- Good Degree in any discipline with more than 10 years of relevant working experience.