

Job Title: Executive, User Experience

Reporting Officer

Manager, 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. As part of the Guest Experience unit, you will be responsible for managing the daily operations for both the mall and Canopy Park, as well as driving projects to improve existing processes and create new experiences with the main aim of delighting our guests!

- Perform Duty Manager role for Jewel by commanding daily operations in both the retail and attractions environment
- Champion and implement operational and service-related initiatives for Jewel
- Liaise with various stakeholders to design and implement processes
- Monitor lapses in operational and service delivery and provide suggestions and implement work improvements within the company
- Attend and respond to operational feedback and requests from guests and internal stakeholders

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.
- Positive attitude, self-motivated and able to work independently.
- Good written and verbal communication skills.
- Quick witted and able to handle issues that are escalated.
- 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.