

New World Facilities Management Company Limited

Established in 2009, New World Facilities Management Company Ltd. ("NWFM") is the management company of Youth Square. We strive to provide professional management and operation services to develop Youth Square as a platform for youth to explore their potential and showcase their talents.

Youth Square's innovative spatial design reflects a new generation's identity. It comprises a wide range of facilities including a theatre, a studio, multi-purpose area, hostel, retail shops and offices. We believe people are key to the success and sustainable development of Youth Square and are committed to developing our employees, preparing them to meet future challenges.

We invite candidates with the right calibre to join our team.

Executive, Venue Services**Responsibilities**

- Handle daily operation of ticketing counter(s) and the hotline system.
- Handle administrative works of the ticketing system and event booking system including but not limited to sales report, incident log and booking application etc.
- Handle booking applications of multi-purpose areas / rooms and booking tracking summary, maintain the equipment list of the multi-purpose areas / rooms and coordinate with various functions of the Operations Department to handle with the corresponding operation services.
- Handle after sales service and follow up of customer feedback and enquiry and coordinate with various functions of the Operations Department to manage after sales services including but not limited to hirers' questionnaire.
- Co-ordinate with various functions of the Operations Department and other departments in the handling of customers' feedback, enquiry, complaints and lost & found cases.



- Keep and update the hotline call log, customer feedback & incident log, client database and sales call log.
- Handle and conduct site visit applications, questionnaires distribution summary and booking cancellation summary.
- Handle and co-ordinate with various function of the Operations Department in the organization of venue promotion initiatives.
- Report any abnormalities and assist Supervisor(s) to handle major operational issues to avoid unfavorable publicity.
- Implement company policies and ensure compliance in daily operations.
- Assist supervisors in reviewing work process and operation guidelines / manuals and implement initiatives to enhance operational productivity and to ensure quality customer service, and smooth operation while achieving the various KPIs.
- Assist supervisors to evaluate performance of the Customer Service function such as performance of in-house staff and casual labour and efficiency of the ticket counters, the hotline system and the customer feedback and incident system.
- Assist supervisors to plan and review the daily manpower deployment by managing staff roster and handle related administrative work for the requisition of casual labour to ensure smooth operation, timely payment and achieve optimal utilization of resources and an effective cost control mechanism.
- Assist supervisors to formulate training and conduct training and coaching sessions to full time and part time customer service representatives and other frontline staff to ensure quality customer service and keep staff informed of the latest information.
- Coordinate with various functions of the Operations Department in the liaison with hirers, contractors and in-house staff on site visit requests, booking matters and event requirements, technical feasibilities, venue set up, signage, technical requirements, equipment, rundown and compliance to house rules and statutory requirements to ensure smooth operation.

- Assist supervisors to coordinate with various functions of the Operations Department in the preparation of monthly, quarterly and annual reports.
- Assist supervisors to monitor venue usage, revenue and traffic records and coordinate with various functions of the Operations Department in the preparation of reports and analysis.
- Assist in procurement of equipment / systems.
- Assist supervisors to coordinate team members to organize and participate in company events and corporate social responsibility activities.
- Facilitates effective communication flow on a 360 degree perspective and between internal departments and external parties to ensure smooth operation.

Requirements

- Higher Diploma or above in business management, event / venue management or related discipline.
- 1-2 years' experience in sales & operation of venue, event management, customer service, front-of-house service or relevant working experience.
- Previous exposure in the public sector or non-profit making organization is an added advantage, exposure in venue services is preferred.
- Customer-oriented with good interpersonal and communication skills
- Proficient in written and spoken English and Chinese.
- Require to work on shift according to the duty roster including weekends and public holidays.

We offer competitive salary and attractive benefits to the right candidates. Interested parties please send resume **quoting job reference number** with **expected salary** to Human Resources and Administration Department, New World Facilities Management Company Limited by clicking the link https://www.youthsquare.hk/join_us/2/apply

For details of the company, please visit website www.nwfm.com.hk