



HONG KONG PHILHARMONIC

Music Director: Jaap van Zweden

The Hong Kong Philharmonic (HK Phil) is one of Asia's leading orchestras, with a busy annual season of concerts and community-engagement activities. In 2023/24, the HK Phil will celebrate its 50th professional season, but its roots are well over a century old. Annually, the HK Phil presents over 150 concerts for 200,000 music lovers.

Customer Service Officer

Reporting to the Assistant Ticketing Manager, the Customer Service Officer assists in managing customer care and ticketing-related services.

Key Responsibilities

- To manage customer enquiries and follow up on customer requests;
- To manage bookings and reservations for external and internal customers;
- To master with sales data and devise reports;
- To assist the Assistant Ticketing Manager in liaising with external ticketing agencies;
- To handle front-of-house operations and in-event customer services;
- To provide the highest standard of ticketing and other customer services to the HK Phil's patrons.

Attributes

- University graduate in Business, Communications or other related discipline;
- Minimum 2 years' relevant experience with exposure to customer service operation an added advantage;
- Customer centric mindset with commitment to deliver quality service;
- Self-motivated and adaptable to a service environment;
- A team player with excellent verbal and written communication skills in English and Chinese (both Cantonese and Mandarin);
- Strong in MS Office applications (e.g. Excel);
- Knowledge or experience in operating one of the point-of-sales systems, preferably a ticketing system like URBIX, would be a major advantage.

Applicants should send a detailed resume with current and expected salaries to hr-mkt@hkphil.org.

Application deadline: 11 December 2023. All applications will be treated in the strictest confidence. Previous applicants need not re-apply.

<https://www.hkphil.org>

(Personal data collected will be used for recruitment purpose only)