

## **New World Facilities Management Company Limited**

Established in 2009, New World Facilities Management Company Ltd. (“NWFM”) is the management company of Youth Square. Located in the proximity of MTR Chai Wan Station, Youth Square strives to become the focal point of Hong Kong’s territory wide youth development activities.

Youth Square adopted an innovative spatial design to reflect a new generation’s identity. Youth Square comprises a wide range of facilities such as theatre, studio, multi-purpose area, hostel, retail shops and offices.

NWFM is inviting candidates with the right calibre to join our team.

### **Senior Executive, Venue Services**

#### **Responsibilities:**

- Implement day-to-day venue and event related services including venue booking enquiry, sales and booking of venues
- Assist supervisors in formulating operational strategies with a view to maintaining operational productivity and efficiency in a full spectrum of operational services including but not limited to customer service standard, sales target, theatrical efficiency, work safety and performance of systems.
- Assist supervisors in setting up departmental KPIs to achieve company goals and objectives, and preparing operational budget and management analysis report
- Review 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
- Act as coordinator of all administrative work of the Operations Department for quality deliverables and/or other regular documents, and in the preparation of monthly, quarterly, annual reports.
- Monitor performance of in-house staff and casual labour to ensure quality customer service of the ticketing counter(s) and the hotline system and event booking system.
- Perform the role of Duty Officer as circumstances required to oversee all on-day event, monitor and direct cross team staff to address as hoc requests and monitor and report abnormalities
- Assist management of after sales services including but not limited to hirers’ questionnaire.

**Requirements:**

- Higher Diploma or above in business management, event / venue management or related discipline
- 2-3 years relevant experience in venue operations, event management, customer service and front-of-house service
- 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 including weekends and public holidays
- Immediate available is preferred
- Candidate with more experience will be considered as Senior Position

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/1379/apply](https://www.youthsquare.hk/join_us/1379/apply)

For details of the company, please visit website [www.nwfm.com.hk](http://www.nwfm.com.hk)