

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.

Executive, Venue Services

Responsibilities:

- Handle daily operation of ticketing counter(s), hotline, venue booking process which includes the handling of customer enquiry, feedback, site visits, venue applications and after sales service.
- Handle administrative works of customer enquiry, venue booking such as preparing call logs, booking summary and sales reports and management reports etc.
- Implement company policies and ensure compliance in daily operations.
- Assist supervisors in reviewing daily manpower deployment, venue usage, 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.
- 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 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 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 according to the duty roster including weekends and public holidays
- Immediate available is preferred.
- Candidate with more experience will also consider as senior executive

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