

Job Title: Senior Executive, Guest Experience
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Reporting Officer	Manager, Guest Experience
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Job Description

The User Experience department manages Jewel Changi Airport's attractions & mall operations, guest experience (GX), facilities management, as well as tenancy design & experiential creation. As a core member of the GX team, you will strengthen Jewel's excellence in operations and guest engagement, as well as enhance its competitiveness as a multi-dimensional lifestyle destination.

You will have both shift and regular hours responsibilities, including:

- Duty manager and overall shift in-charge of the daily attractions & mall operations; organise the service partners and oversee the key deliveries in service, safety, security & experience.
- Lead for assigned attractions, guest engagement and/or operational portfolios, develop continual improvement plans, champion and implement related initiatives.
- Drive new operational/ experiential trials and projects.
- Feedback management, stakeholder management, events planning.

Skills/Knowledge Required

- Experienced in orchestrating multi-faceted operations in the attraction or hospitality sector.
- Conversant in customer engagement, process improvement and multi-stakeholder management.
- Possesses critical & analytical thinking, multi-tasking, and project management skills.
- Quick-witted and able to handle escalated issues, business disruption and service recovery with composure.
- Strong team leader who can command the shift and harness the support & strength of other business partners to achieve core operational targets and desired guest experience.
- Good interpersonal, written, and verbal communication skills.
- Must be able to work on rotating shift, weekends and public holidays.
- A degree is a plus but not a must. More importantly, candidates should have the relevant working experience and are empathic, positive and self-motivated.