

## **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.

### **1. Executive, Account Services (Venue Management)**

#### **Responsibilities:**

- Provide full range of account services on venue promotion and rental
- Handle venue booking enquiry, sales and booking of venues and after sales services
- Maintain smooth operation of the performing venue
- Provide operation and event support during performance
- Handle ad hoc tasks as assigned

#### **Requirements:**

- Higher Diploma or above in business management, event / venue management or related discipline
- 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

## 2. Customer Services Coordinator

### **Responsibilities:**

- Handle daily operation of URTIX ticketing counter and hotline system
- Handle booking of multi-purpose areas/room, customer feedback, enquiry, complaints and after sales services etc.
- Provide administration support such as preparing of sales report, incident log, booking application etc.
- Handle ad hoc project as assigned

### **Requirements:**

- Higher Diploma or above in event / venue management, business management or related discipline
- 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

## 3. Assistant, Guest Services (Hostel)

### **Responsibilities:**

- Responsible for check in and check out procedures in an efficient way
- Assist in front desk operations and online booking reservation
- Handle guest enquiries and response to their needs in a professional manner
- Maintain guest relationship to achieve high level of guest satisfaction
- Conduct room inspection and patrol to ensure hostel ambience is clean and tidy
- Handle ad hoc projects as assigned

### **Requirements:**

- Higher Diploma or above in hospitality management / event / venue management, business management or related discipline
- 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

#### 4. Customer Services Coordinator (Part-time)

##### **Responsibilities:**

- Handle daily operation of URTIX ticketing counter and hotline system
- Handle booking of multi-purpose areas/room, customer feedback, enquiry, complaints and after sales services etc.
- Provide administration support such as preparing of sales report, incident log, booking application etc.
- Handle ad hoc project as assigned

##### **Requirements:**

- Higher Diploma or above in event / venue management, business management or related discipline
- 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
- Able to work for 2 to 3 days per week

#### 5. Clerk (Part-time)

##### **Responsibilities:**

- Data entry such as input CRM data into system
- Handle general clerical works such as filing, photocopying and scanning, preparing mailing list and meeting document
- Creation and development of presentation materials for internal marketing and communications
- Conduct desk-top and field Research and Trend Study for internal reference
- Handle ad hoc project as assigned

##### **Requirements:**

- Higher Diploma or above in any discipline
- Proficiency in PC application; including Word, Excel, PowerPoint and Chinese Word processing, Photoshop and social media is preferred
- Well-organized, responsible and willing to pick up ad-hoc tasks
- Able to work for 2 to 3 days per week

## 6. Summer Intern (Between June to August)

### **Responsibilities:**

- To work on Marketing, Event Management, Venue Management, Facilities Management, Leasing or Hostel departments.
- To assist in departmental operations and provide support.
- To involve in projects with duties listed as below:
  - To do research on Cultural and Art trends and Youth voice.
  - To manage and monitor social media presence and community.
  - To initiate, organize, support strategic events and execute marketing proposals related to AI, Technology and Cultural and Art.
  - To coordinate between various parties during the event set up and event.
  - To maintain good relationship with partners and end-user.
- Handle ad hoc projects as assigned

### **Requirements:**

- Higher Diploma or above undergraduate student.
- Passion in Cultural and Art, AI & Technology aspects.
- Positive attitude, energetic, creative and willing to learn and do.
- 44 working hours per week, may need to work on shift, weekend or holiday.

We offer competitive salary and attractive benefits to the right candidates. Interested parties please send resume with **expected salary** to Human Resources Department, New World Facilities Management Company Limited, Room 706, 7/F, Youth Square, 238 Chai Wan Road, Chai Wan, Hong Kong or send email to [resume@youthsquare.hk](mailto:resume@youthsquare.hk)

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

*Personal data collected will be used for recruitment purpose only. All collected information will be kept on our files for 12 months.*