Marketing Specialist / Supervisor / Manager

Key Responsibilities

•To maximize Centre event and advertising spaces’ revenue from internal tenants and external parties.

•In-charge of Centre background music and announcement system; LED; lightboxes and event space and roadshows rental to achieve costs and income targets.

•Forge close links with brand partners to ensure the sharing of marketing information and plans in order to improve sales and footfall to the Centre.

•Pre-event planning, on-site coordination with Marketing Directors, Events Executive, vendors and venue organizer.

•Development and implement marketing communications programs and brand building events / activities to create awareness and drive traffic to the Centre.

•Manage the relationships of local advertising, media, press, web or promotion agencies in support of the centre strategy and a centralised plan.

•In close liaison with tenants, develop and update a communication plan in order to maintain a good communication channel between tenants and the Centre.

•Monitor and report to Centre and Marketing Directors on potential communications issues/ crisis on a timely fashion.

•Communicate updated information regarding promotions, tenants, and other consumer-centric information on voice-out materials including advertisements, press releases and centre website and weibo.

Requirement

•University degree with related working experience;

•Fluent English and Chinese;

•Good communication and interpersonal skills;

•Good understanding of Chinese Culture;

•IT skills: proficiency in Microsoft office software

Retail Specialist/Supervisor

**Key Responsibilities:**

Customer service

* Assist the retail manager to complete and implement the department work.
* Staff management and supervision; arrange employee scheduling and vacation time
* Customer complaint settlement
* Coordinate the local government departments Price Bureau, Technical Supervision Bureau, etc.
* Staff professional skills and service training, and staff performance evaluation
* Data statistics and analysis

Store operation management

* Arrange the daily work and work progress tracking
* Store operation management and supervision; store staff management and supervision
* Store sales tracking and evaluation; store service promotion and supervision; store problem discovering and communication;
* Cooperation and coordination with relevant departments
* Data statistics and analysis

**Requirements**

* Associate degree or above, with relevant working experience in service industry
* Be familiar with customer complaint settlement process and Standard telephone service language training and supervision
* Familiar with store operation management process
* Fluent Chinese and English, good communication and interpersonal skills,
* Team management experience is preferred
* IT skills: proficiency in Microsoft office software