

Job Description

Company:	The Hong Kong Jockey Club
	香港賽馬會
Job Title:	Assistant Facilities Services Manager (Property – Call Centre)
No. of vacancy:	1
Job Nature:	Renewal contract (2 years)
Working Locations:	Racecourse, Sha Tin
Working Hour:	44 hours per week
Fringe Benefit:	Medical (Include spouse and dependent)
	Discretionary Bonus
	End of contract Gratuity
	AL x 15 days

The Job

You will:

- assist the Facilities Services Manager to lead and manage a call center team to provide excellent services to internal customers on using the Club-wide facilities; supervise the team to ensure its operation in compliance with all standard procedures
- maintain an accurate system database of customer service requests to support the operational needs and continuous improvement opportunities
- monitor & review the team performance in terms of knowledge, skills, service level & productivity through coaching, training & guidance
- ensure efficient and effective delivery of hotline performance pledges and promptly react on incidents assist to prepare annual budgets and monitor expenses are within budget
- represent the hotline team to participate in cross-department/services teams projects

About You

You should have:

- a degree holder in Property Management/Facility Management or related disciplines;
- a minimum of 5 years' experience in Customer Service or Call Center, of which at least 3 years should be at supervisory level
- knowledge of facility management related Service Level Agreements and Key Performance Indicators
- knowledge of builder works/building services maintenance and computerized maintenance systems would be an advantage

- strong leadership and organizational skills in planning and scheduling, with excellent administration and customer service skills
- good communication and interpersonal skills in both written and spoken English and Chinese
- hands-on experience in using MS Office applications
- work on shift on weekends and public holidays will be required

Terms of Employment

The level of appointment will be commensurate with qualification and experience. A contract employment will be offered to the successful candidate. Contract renewal will be subject to mutual agreement between the Club and the individual.