

Job Title: Manager, Quality Service Management

Reporting Officer

Head, User Experience

Job Description

Jewel Changi Airport Devt Pte Ltd (JCAD) is a joint venture between Changi Airport Group and CapitaLand Mall Asia to manage the upcoming Jewel Changi Airport project. Strategically located in the heart of the airport, Jewel is envisaged to be a world-class lifestyle destination that will enable the Changi air hub to capture passenger mindshare, and strongly boost Singapore's appeal as a stopover point for travellers. An exciting role is now available where JCAD is looking for a Quality Service Management Manager to manage the high standards of user experience of Jewel Changi Airport.

We are looking for a highly motivated individual with strong communication and a passion to serve, to join us to plan and deliver the high standards of user experience for Jewel Changi Airport. Working in the User Experience team, you will be responsible for driving quality service initiatives to deliver the best in class service and experience to our guests. You will work closely with various stakeholders to define requirements and execute contracts for quality service delivery. As part of the User Experience team, you will contribute to the implementation of customer service initiatives and the development of SOPs for the operations of Jewel Changi Airport.

Skills/Knowledge Required

1. General degree
2. Minimum 5 years service-related work experience
3. Proficiency in spoken and written English
4. Positive attitude with passion and drive to serve our guests