



ABOUT NATIONAL GALLERY SINGAPORE

UNVEILING MODERN SINGAPORE AND SOUTHEAST ASIAN ART

National Gallery Singapore is a visual arts institution which oversees the largest public collection of modern art in Singapore and Southeast Asia. Situated in the heart of the Civic District, the Gallery is housed in two national monuments—City Hall and former Supreme Court—that have been beautifully restored and transformed into this exciting venue.

Reflecting Singapore’s unique heritage and geographical location, the Gallery features Singapore and Southeast Asian art from Singapore’s National Collection in its long-term and special exhibitions. The Gallery also works with international museums to jointly present Southeast Asian art in the global context, positioning Singapore as a regional and international hub for the visual arts.

In 2016, the Gallery won the awards for “Best Attraction Experience”, “Breakthrough Contribution to Tourism” and “Best Customer Service (Attractions)” at the prestigious Singapore Tourism Awards for its role in adding to the vibrancy of Singapore’s tourism landscape.

Visitor Experience Ambassador

This role aspires towards INSPIRING STORIES, CREATING CURIOSITY and A MOVING EXPERIENCE for all our visitors. Key responsibilities are:

RESPONSIBILITIES

- Provide assistance and information to visitors
- Ensure visitors do not tamper with artworks
- Perform sales transactions for gallery admission, events and programs
- Upsell and cross-sell gallery products
- Perform daily opening and closing of counter, including generating and reconciling daily sales reports
- Maintain sufficient level of brochures and general tidiness of the ticketing counter
- Promote gallery exhibitions, events, programs and public docent tours
- Maintain knowledge of promotions and policies regarding payment, exchanges and security practices
- Facilitate group visits, including meet-and-greet
- Pre-print tickets for group visits and ensure efficient ticketing management for schools
- Manage feedback and perform service recovery in accordance to stipulated guidelines

REQUIREMENTS

- Minimally 1 year of experience in an established tours, attractions or Hospitality Company with combined knowledge of inbound tours and ticketing operations strongly preferred
- Ability to work nights, weekends and in accordance to operational schedules when needed
- Good spoken and written English
- IT literate
- Ability to work independently and as a team
- Good interpersonal and communication skills

Interested applicants may send your resume to talent@peopleadvantage.com.sg , stating your notice period, work experience, current and expected remuneration.

This is a full time position which is managed by outsourced service partner – People Advantage.