

Levy Management - Manager

(Customer Relationship Management)

Job Descriptions:

- Lead CRM, data insights and targeted marketing activations to drive high-value customers' visits and spend
- Develop and implement CRM strategies to enhance customer relationships and experience, to drive customers satisfaction and business growth
- Analyze customer behavior, retailer performance, and program outcomes to drive continuous optimization.
- Monitor program KPIs and generate actional insights for marketing and operational strategies
- Provide reports, dashboards, and recommendations to inform decision making across the retail marketing function. Support predictive analysis, trends identification, and ROI evaluation of initiatives
- Design and execute targeted marketing initiatives, including events, promotions and experiential activations. Use insights to optimize customer journeys and maximize engagement impact
- Collaborate with luxury tenants to plan and deliver curated experiences aligned with customer preferences and program goals

Position Requirements:

- Bachelor Degree in Marketing, Business Analytics, Communications or other related fields
- At least 5 years' experience in CRM, data analytics or luxury retail marketing
- Strong analytical and problem-solving skills, with experience translating insights into actionable initiatives
- Experience in designing High Net Worth Individuals (HNWI) targeted events, activations, or promotions is preferred
- Excellent communication skills with the ability to present insights and reports
- Fluent in Cantonese, English and Mandarin

Hotline: 8118 6293

If you are interested, please send your CV to sclcareer@sands.com.mo

澳門金沙 Sands MACAO | THE VENETIAN 澳門威尼斯人 | The PLAZA MACAO 澳門百利宮 | THE PARISIAN 澳門巴黎人 | THE LONDONER 澳門倫敦人 | 金沙中國 Sands China Ltd.



Levy Management
Personal Shopper Supervisor

Job Descriptions:

- Lead, coach and supervisor Personal Shoppers to ensure consistent service excellence and professional standards. Ensure adherence to service standards, grooming guidelines and operational procedures
- Maintain regular communication with customers regarding new arrivals, exclusive offers & brand experience
- Support Personal Shoppers in managing key clients and complex sales situations
- Oversee daily operations, duty rosters, and manpower deployment to ensure optimal service coverage
- Conduct training sessions to enhance team members' product knowledge and customer engagement skills. Identify opportunities for improvement, and drive best practices in client conversion and upselling

Position Requirements:

- Proven experience in luxury retail, sales & marketing, personal shopping services or customer services, in a supervisory role
- Strong leadership skills with the ability to coach and motivate a frontline service team
- Excellent communication and interpersonal skills in Mandarin, Cantonese and English
- Strong collaboration skills with internal teams and luxury retailers
- Willingness to work on shifts, weekends and public holidays

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