

亞太區首家

榮獲「傑出僱主」的綜合度假村企業

ASIA-PACIFIC'S FIRST

INTEGRATED RESORT OPERATOR CERTIFIED AS A TOP EMPLOYER



Retail Marketing – 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 actionable insights for marketing and operational strategies
- ❖ 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
- ❖ Excellent communication skills with the ability to present insights and reports
- ❖ Fluent in Cantonese and English, proficiency in Mandarin is a plus

Hotline: 8118 6293

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

亞太區首家

榮獲「傑出僱主」的綜合度假村企業

ASIA-PACIFIC'S FIRST

INTEGRATED RESORT OPERATOR CERTIFIED AS A TOP EMPLOYER



Retail Marketing – Manager Customer Service

Job Descriptions:

- ❖ Lead the design & execution of luxury customer engagement initiatives, white glove services, and events & partnership, to drive high-value customers' repeat visits and spend
- ❖ Ensure seamless service delivery, proactive communications with High Net Worth Individual (HNWI) customers, and collaboration with luxury tenants to curate exclusive events & experiences
- ❖ Define KPIs for related programs, monitor performance and continuously refine strategies for greater impact
- ❖ Lead end-to-end event planning and partnership initiatives, from concept development to on-site execution and post-event evaluation
- ❖ Manage, train and coordinate the concierge ambassadors to deliver consistent, high-touch customer services
- ❖ Track customer feedback, communication logs and concierge team activities, to refine engagement strategies

Position Requirements:

- ❖ Bachelor Degree in Marketing, Business, Communications or other related fields
- ❖ Minimum 5 years experience in luxury retail, CRM or hospitality services
- ❖ Strong interpersonal, communications skills with a customer-centric approach
- ❖ Service-driven, detailed oriented and able to lead a frontline team
- ❖ Fluent in Cantonese, English and Mandarin

Hotline: 8118 6293

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

亞太區首家

榮獲「傑出僱主」的綜合度假村企業

ASIA-PACIFIC'S FIRST

INTEGRATED RESORT OPERATOR CERTIFIED AS A TOP EMPLOYER



Retail Marketing – Concierge Ambassador

Job Descriptions:

- ❖ Provide excellent customer service to the guests on in-store redemption service and assist guest on membership sign-up and benefit redemption
- ❖ Coordinate guest requests with designated department for reservations in tickets, restaurants, tours, hotel facilities and activities and transportation
- ❖ Engage with guests frequently through phone call, messaging apps, email etc with updated campaigns and product information
- ❖ Close communications with retailers on updated product and trend sharing to guests to create shopping interest
- ❖ Maintain updated resources of materials and information to accommodate guest requests expediently and courteously
- ❖ Assist in other retail promotions marketing related duties

Position Requirements:

- ❖ Customer service and relationship experience a must
- ❖ Bachelor Degree in Marketing will be an advantage
- ❖ Must be able to work on shifts
- ❖ Fluent in Cantonese, Mandarin and English

Hotline: 8118 6293

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