



Part-time Branch Service Associate

Pay Rate

HK\$69.5 per hour

The Department

With around 90 off-course betting branches and 2 racecourses, Retail and Telebet Services Department is committed to provide quality and efficient service to our customers throughout Hong Kong. Our betting branches are undergoing transformation to create a place where to share, to learn and to have fun.

The Job

You will

- Provide high quality service in our betting branches and racecourses in a helpful and friendly attitude
- Supporting promotions and transformation event at stores and racecourses
- Handle customer enquiries, requests and comments
- Introduce products and digital services to enhance customers' experience
- Assist customers in processing betting activities with cash handling duties

About You

You should have

- HKCEE/ DSE or above
- Ability to reflect a professional image while maintaining customer privacy
- Ability to perform in a fast-paced and challenging working environment
- Customer oriented with good communication and interpersonal skills
- With customer services or event experiences would be an advantage

Benefits

On-the-job Training, Seasonal Performance Bonus up to \$3,600, Paid Duty Break, Special Day Bonus

Working Location – All Branches (Hong Kong, Kowloon, New Territories)

How to Apply

Please send your resume to recruit4@hkjc.org.hk.

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Full-time Membership Services Officer

The Department

The Membership Services Department plays an essential role in providing coordination and administrative support, and amenities to the Club's 25,000 Members and their families.

The Job

You will

- Provide quality services to our members, such as answering enquiries related to Membership Services
- Manage all ad hoc requests from our Members for race meetings
- Pre-race and Post-race preparation not limited to
 - Prepare supporting documents and reports before and after race meetings
 - Guest Badge and Car Park Label distribution: to arrange the guest badges and car park label to the clubhouses and racecourses
 - Letter Preparation: Dress code reminder and signature difference on the reservation card

About You

You should have

- A university degree in Business Studies or related disciplines with minimum 1 year experience in customer services
- Excellent interpersonal and communication skills in both spoken and written English and Chinese
- Proactive and can-do mindset, be outspoken and energetic
- Hands on experience in Microsoft Office applications

Benefits

5-day work week, 12 to 18 Days Annual Leave, Comprehensive Medical Benefits, Flexible Work Arrangements, Self-Development Scholarships Scheme, Performance Award, Discretionary Bonus, Transportation Allowance for Early / Late Shifts, Free Meals

How to Apply

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Full-time Sports & Leisure Attendant

The Department

Our Catering Department manages one of the largest and most diverse catering operations in Hong Kong. We provide a wide range of catering, sports and recreation facilities for Members and their guests in three Clubhouses. In addition, both Happy Valley and Sha Tin Racecourses have numerous catering facilities used by Members, non-members and corporate organizations for a variety of functions.

The Job

You will

- Handle Members' reservation and registration related to sports courts usage and ancillary services
- Handle check-in and check-out of Members using the changing room, sauna and steam suite, etc.
- Issue and collect towels and locker keys for Members using the facilities
- Carry out on-the-spot cleaning to ensure cleanliness and tidiness of the changing rooms, sauna and steam suite; collect and send soiled towels for laundry
- Maintain a reasonable stock of towels and other guest amenities
- Maintain all facilities in the changing rooms in good conditions at all times
- Help out at other Recreation outlets, such as Children's facilities, as and when assigned by senior.
- Help in verbal promotion of various programmes, facilities and services of the Clubhouse, and handle simple sales of sports items available at the reception area

About You

You should have

- A minimum of 1 year's experience in customer services or relevant fields
- Able to communicate in Chinese and English
- Proactive, highly motivated, passionate about work; customer centric, sociable and people oriented
- Good business acumen, communication, interpersonal and influencing skills

Benefits

5-day work week, 12 to 18 Days Annual Leave, Comprehensive Medical Benefits, Flexible Work Arrangements, Self-Development Scholarships Scheme, Performance Award, Discretionary Bonus, Transportation Allowance for Early / Late Shifts, Free Meals

How to Apply

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