



WWF *for a living planet*[®]

JOB DESCRIPTION

Position title: ASM Coordinator (Full Time) – Customer Service
Reports to: Campaigns Manager
Date: January 2019

I. Mission of the Department: To ensure a high performing WWF Office with efficient operating systems, professional and skilled staff, and strong financial resources, delivering corporate responsibility partnerships and fundraising for WWF's priority conservation activities in Singapore and the rest of the WWF's global network.

II. Major Functions: Acting as an ambassador of WWF Singapore and providing excellent customer service to visitors at the exhibition, Into The Wild.

III. Major Duties and Responsibilities:

- Take the responsibility of leading and creating goals for a three member (full time staff)
- Handle one of the most popular Virtual Reality experiences in Singapore
- Guide visitors on how to use devices and follow the trail of the "Into The Wild" experience
- Be the point person to answer queries by visitors
- Sell tree voucher cards and other interesting merchandise – sales training and development opportunities will be provided by WWF Singapore
- Nurture yourself individually, as well as provide growth for the entire team

IV. Profile:

Required Qualifications

- Minimum O' Levels certificate
- Retirees welcomed

Required Skills and Competencies

- Good communications and multi-tasking skills
- Experience in sales will be advantages
- Adheres to WWF's values, which are: *Knowledgeable, Optimistic, Determined and Engaging*

This job description covers the main tasks and conveys the spirit of the sort of tasks that are anticipated proactively from staff. Other tasks may be assigned as necessary according to organizational needs.