



DIALOGUE  
EXPERIENCE

對話體驗



experience 體驗 · empower 同行 · evolve 共創

黑暗中對話 (香港) 基金會有限公司  
Dialogue In The Dark (HK) Foundation Limited  
九龍長沙灣長義街9號  
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Unit B, 7/F, D2 Place ONE  
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www.dialogue-experience.hk

## Dialogue In The Dark (HK) Foundation Limited

### 黑暗中對話(香港)基金會有限公司

Dialogue In The Dark (HK) Foundation Limited (DIDF) is a dynamic organization dedicated to promoting empathy, overcoming prejudice, and creating an inclusive society. Since 2010, we have empowered a diverse group of People of Differences\* (PoDs) to deliver inspiring experiential learning programs to over 600,000 participants from corporate, educational, and public sectors. Our mission is not only to provide employment opportunities for talented PoDs but also to foster inclusive workplaces and drive a paradigm shift among employers. We are proud of the significant increase in job opportunities for PoDs and the enhanced acceptance and recognition of their capabilities and contributions to society. As we continue to evolve and diversify, we aim to create sustainable business and social impact for an inclusive workplace and society.

\*'People of Differences' means People with disabilities such as the blind, the deaf etc. All of them have different abilities or talent, we build a platform for them to showcase their abilities or talent.

More details: <http://www.dialogue-experience.hk>

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## Operations & Customer Experience Officer

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Join us at Dialogue In The Dark (HK) Foundation Limited (DIDF) and be part of our mission to create an inclusive society! We are seeking enthusiastic individuals to join our team and make a meaningful impact.

### Responsibilities

- Deliver exceed expectations Customer Experience including both online and offline, individual and groups (customer satisfaction%);
- Pre and Post tour arrangement;
- Onsite operations;
- Maximize customer lifetime value to the company (\$ generated per customer);
- Support Cash/Inventory management and control at Experiential Exhibition;
- Manage and ensure Experiential Exhibition facility (light/dark) is fully operational, clean and tidy for an outstanding customer experience;
- Support supervisor and submit all reports to management on time (accuracy, on time); and
- Assist and support ad hoc projects as assigned.

### Requirements

- ✓ Resonance in DiDF's mission & value to nurture inclusive society with diversity and equality;
- ✓ Positive and cheerful character, passionate to work together with a diverse team (includes visually / hearing impaired teammates);
- ✓ Good customer service skills;
- ✓ 1 year experience in customer experience;
- ✓ Diploma or University graduate;
- ✓ Fresh graduates are welcomed; and

#DialogueInAllColors





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- ✓ Good command of Cantonese, English and Mandarin

#### Benefits

- Competitive salary and benefits package.
- Opportunity to work for a mission-driven organization that makes a difference.
- Positive and collaborative work environment.
- Shift duty
- 12-day leave annually
- Group medical
- Public holiday
- Special leaves
- Professional development opportunities.

To apply for this opportunity, please send your resume and a cover letter and salary expectations to [recruit@dialogue-experience.org.hk](mailto:recruit@dialogue-experience.org.hk)