

Traineeship Placement

Position: Digital Platforms Assistant

Dates: March 3, 2025 to April 25, 2025

ART DUBAI

At Art Dubai, we are committed to offer exciting new global perspectives and broadening conversations about art beyond traditional, western-led, geographical scopes and narratives. We drive meaningful engagement with the rich cultural heritage and contemporary art practices of the region and extend to territories across Southeast and Central Asia, the African continent, and Latin America.

Join our team to become a part of the Middle East's leading international art fair and make a tangible difference in the cultural landscape of the Global South.

RESPONSIBILITIES

The role requires someone dynamic, enthusiastic, flexible and hardworking who ideally has experience in app design/development. The Digital Platforms Assistant shall, from the effective date provide the following services to the Company, including but not limited to:

- Rigorously reviewing the app for any issues, glitches and bugs on a continuous basis.
- Notifying the Assistant Fair Manager/Digital Product Coordinator of problems within the app and finding solutions.
- Liaising with developers to correct issues, then following the required processes to ensure the problems are fixed and thoroughly tested.
- Monitoring VIP inboxes to address issues that our users are experiencing, liaising with the user until their problem has been resolved and simultaneously finding solutions by directing the issue to the relevant counterpart.
- Carefully updating the details of Art Dubai's database using the software Salesforce.
- Editing content on the Art Dubai app and website.
- Working with the Fair Management, and Digital Product teams to implement new features in the app.
- Researching similar apps in the industry and market for ideas and solutions.
- Proposing possible layout/designs for the app for the developers to implement.

DESCRIPTION

The fair is a high profile, and demanding environment which may involve long working hours. This role requires the ability to perceive and understand requirements in a very short period of time, to correctly assess the urgency of situations and find accustomed solutions for every request.

The ideal candidate would be available as of November 18, 2024 and have:

- Accurate and reliable work with great attention to detail.
- Fluent in speaking and writing English.
- Uses initiative and takes action rather than allowing problems to escalate.
- Is tech-savvy, interested in app and web development – previous experience preferred but not essential.

- Is confident in writing email communications and liaising with customers, developers and other departments.
- Understands the importance of customer service and how to handle complaints.
- Ability to work in a high paced environment, for long hours when necessary.
- Excellent communication, writing and research skills.
- Excellent time-management and problem-solving skills.
- Capacity for initiative, long-term planning and decision-making.
- Ability to work in a team and under pressure, for long hours when necessary.
- Ability to quickly integrate into a new environment and work within the given structure.
- Calm, well-mannered and always friendly.