



## ATTENDANT FOR THE BELGIAN PAVILION AT EXPO 2025 OSAKA

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### JOB DESCRIPTION :

As an attendant you will join the Belgian pavilion and be an essential asset in creating an unforgettable, enjoyable and pleasant visitor experience for the visitors of the Belgian Pavilion at Expo 2025 Osaka.

You will work in shifts in a team of multiple team members and report directly to the Administration Manager and ultimately to the Pavilion Director and the Deputy Pavilion Director.

Your job is to welcome and assist visitors from Japan and all over the world and to act as an ambassador for Belgium, showcasing Belgian hospitality and professionalism.

Therefore, we require you to have a very good knowledge of either Dutch or French and English. As most of the visitors are expected to come from within Japan, we require a minimum of good knowledge of the Japanese language. On top of this, assets include a good knowledge of the other national language and languages such as Chinese and Korean.

As you will be the first person welcoming visitors to the Belgian pavilion or to events organised by Belgium, we are looking for enthusiastic, friendly and motivated individuals to create a top-team of attendants, together providing the perfect visitor experience during 184 days of Expo, from the opening in the morning until the closing in the evening.

The physical visitor experience starts at the waiting line. Your job is to facilitate the correct queuing and assist visitors with questions or special needs. Inside the pavilion, the presence of an attendant is foreseen at several critical points. You will need to invite visitors for instance to pass from one zone to another in order to ensure a smooth flow within the exposition zone, but visitors will also come to you for questions, and at some point you may be asked to give specific information on Belgium and/or the exhibition of the pavilion. Certain special groups might receive a personalised and guided tour of the pavilion.

On a regular basis you may be asked to help out at events organised by the Belgian pavilion (sometimes at other locations of the Expo site), or organised by third parties at the pavilion, or to accompany VIP's during their visit.

Your role includes the following (non-exhaustive list of) tasks:

- Visitor management throughout the physical visitor experience of the pavilion
- Assisting visitors with various requests or questions
- Assisting visitors with special needs ( people with reduced mobility, families with young children, ...) during their visit to the pavilion
- Assisting the events team before, during and after specific events
- Welcoming and accompanying VIP's
- Helping out in the gift or chocolate shop (occasionally, and mostly to provide specific information on Belgian products)
- Welcoming and assisting guests at events organised at and/or by the Belgian pavilion



You have to be pro-active, precise, respectful, discrete and a real team-player with a hands-on approach to ensure smooth and timely execution of your tasks. Quick thinking, coping with stress and deadlines are a must. We expect you to be available 5 days per week (including weekends), and to ensure your colleagues are properly briefed when you are not working at the pavilion.

Your job takes place on the Belgian pavilion during a truly unique and incomparable global event, Expo 2025 Osaka: every member of the staff, every team-member of the Belgian pavilion is an important part of the entire operation. Your job counts and is part of a bigger whole. We expect everyone to be respectful of each other and of the visitors and users of the pavilion, and to be ready to step in when help is needed, also outside of their primary field of expertise or their strict job description. We need team-players willing to help out their colleagues when it is needed and to always want to be successful as a team.

#### REQUIREMENTS:

- A respectful, friendly, open-minded, flexible and helpful attitude, eagerness to be an ambassador of Belgium and its specialties
- A good knowledge of the Japanese language
- A good knowledge of the English language
- Basic knowledge about Belgium

#### ASSETS (nice to have, not mandatory):

- International experience, working for larger projects in the event industry
- Knowledge of Chinese, Korean or other Asian languages
- In-depth knowledge about Belgium

#### OFFER:

- A fixed-term contract from 15 March 2025 to 15 October 2025
- A Belgian employment contract with competitive salary and full Belgian social security
- Housing in a lively neighbourhood in central Osaka
- Free transportation to the Expo site (approximately 25 minutes from your housing)
- Intervention in communication costs
- Free lunches at the pavilion during shifts (mostly Belgian style food)
- A return-ticket from Brussels to Osaka

#### OPTIONAL:

BelExpo foresees the possibility to experience working at the Belgian pavilion for Expo 2025 Osaka under the form of an official internship (stage) within the framework of your studies at a Belgian university. We will accommodate students to make it possible for them to perform their internship with us, and if needed to participate in exams from a distance, in agreement with their university.



## HOW TO APPLY?

Send us your motivation letter (maximum 2 A4 pages) and your CV by email to [HR\\_BelExpo@economie.fgov.be](mailto:HR_BelExpo@economie.fgov.be) before 24 October 2024 (deadline expires at midnight Brussels time on Thursday 24 October 2024).

In your motivation letter, please provide an answer to the following question: why would you be perfect to represent Belgium at a world expo with mostly Japanese visitors?

In your CV, please specifically indicate your language skills and level (a self-assessed indication is sufficient, no need to have an official certificate).

Selected candidates will be contacted for an interview during which we will also test your language skills.