



Hong Kong Center

Founded in 1956 by John D. Rockefeller 3<sup>rd</sup> in New York, The Asia Society is a leading educational organization dedicated to promoting mutual understanding and strengthening partnerships among peoples, leaders and institutions of Asia and the United States in a global context. Across the fields of arts, business, culture, education, and policy, the Society provides insight, generates ideas, and promotes collaboration to address present challenges and create a shared future.

Asia Society Hong Kong Center (“the Center”) is an affiliate of The Asia Society and is now looking for a high caliber candidate to fill the following position:

## Membership Officer

### **Responsibilities:**

- Report to the Center’s Membership Manager;
- Handle all membership enquires and complaints, provide customer service and support to members; responsible for registration of new members and renewals;
- Maintain and manage membership database, ensuring all records are current and accurate;
- Promote membership program to interested individuals and organizations;
- Coordinate membership events, including recruitment of volunteers;
- Monitor membership communication channels to ensure all information and materials are relevant and up to date; develop new collaterals when and where appropriate;
- Track membership data, conduct membership surveys and prepare periodic reports;
- Work hand-in-hand with team members to maximize development opportunities; provide support to the implementation of fundraising campaigns and special events; and
- Perform ad-hoc tasks where appropriate.

### **Requirements:**

- Degree in business related disciplines with a minimum of 3 years of relevant work experience, preferably in marketing, membership management or customer service; experienced candidates with higher education background may be considered for the position of Senior Membership Officer;
- Customer-oriented with good telephone manner;
- Excellent interpersonal skills, communication (written and oral) and presentations skills;
- A good team player with an eye for detail and the ability to multi-task and work independently in a fast-paced, changing environment;
- Innovative, well-organized with good analytical skills;
- Motivated and resourceful with a can-do attitude;
- Complete fluency in both written and spoken English and Chinese, fluency in Putonghua is an advantage;
- Flexibility regarding schedule as many programs are held in the evenings or on weekends; and
- Proficiency in MS Office (including Word, Excel and Chinese Word), Photoshop; experience in database operation and data management.

Attractive remuneration package commensurate with qualifications and experience will be offered to the right candidate. Interested parties please apply with full resume stating date of availability and expected salary to [hrhk@asiasociety.org](mailto:hrhk@asiasociety.org).

All personal data collected will be used for recruitment purpose only. Applicants not hearing from us within 2 months may consider their applications unsuccessful and all personal data supplied will be destroyed within 6 months.