



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** is an affiliate of The Asia Society and is now looking for a high caliber candidate to fill the following position:

### **(Senior) Membership Officer**

#### ***Responsibilities:***

- Report to Head of Development and Membership;
- Handle all membership enquires and complaints, provide customer service and support to members, responsible for registration of new members and renewals;
- Implement membership acquisition and retention strategies;
- Execute membership drives to grow revenue and member participation and engagement;
- Promote membership scheme to interested individuals and organizations and coordinate membership events;
- Monitor membership communication channels to ensure all information and materials are relevant and up to date; develop new collaterals when and where appropriate;
- Cultivate relationships with merchant partners and monitor benefit offers for membership scheme;
- Maintain and manage membership database, ensuring all records are current and accurate;
- Analyze membership data, conduct membership surveys and prepare periodic reports;
- Work hand-in-hand with team members to maximize development and fundraising opportunities;
- Provide administrative support to fundraising works; and
- Other ad-hoc duties as assigned.

#### ***Requirements:***

- Degree in business related disciplines with a minimum of 3 years' 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 details 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; 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.