

Established in 1977, the Composers and Authors Society of Hong Kong ('CASH') is an internationally affiliated copyright organisation acting for the interests of music composers and lyrics authors worldwide. Our key objective is to look after the rights of music creators and to establish successful business relationships with music users at the same time. To cope with strong business growth and needs, we are now looking for a self-motivated and high calibre person to join our Documentation & Distribution Department.

### **Customer Service Officer (Documentation & Distribution Department)**

#### Job Description:

- This is a service-oriented position, the CS Officer will provide customers (i.e. members, music publishers, music service providers, etc.) with high-quality customer hotline services and answer inquiries through telephone, emails and in-person if needed
- Assist in data administration of musical works
- Support daily operation to meet team targets and participate in ad hoc assignments

#### Requirements:

- Higher Diploma or above with at least 1-year relevant working experience. Experience in customer service / contact center is an advantage
- Customer centric mindset with commitment to deliver quality service
- A good team player with good interpersonal, problem solving and organisation skills
- Self-motivated and adaptable to a service environment, able to work under pressure
- Detail minded, self-initiative and able to work independently
- Fluent in both spoken and written English and Chinese, Mandarin is an advantage
- Passion in music an added value