



Assistant Manager, Membership & Events

Job Duties

- Work closely with Development Committee, Friends Committee HKAC and HKAS teams to develop and grow HKAC membership programme.
- Formulate and implement strategic plans to drive the development of HKAC membership programme.
- Plan, organize and manage events and marketing campaigns with the objective to engage existing members as well as to recruit new members.
- Collaborate with cross-functional teams to coordinate membership-related initiatives and activities.
- Assist in organising year-round fundraising events and campaigns.
- Keep abreast of industry trends and best practices, and recommend new initiatives and strategies to enhance the membership experience.
- Responsible for membership recruitment and retention and produce analytical reports on event and membership activities.
- Handle members' enquires, requests and complaints on timely basis.
- Maintain good relationships and provide high-quality customer services to members so as to maintain customer satisfaction and loyalty.
- Initiate review of CRM options for eventual migration / implementation
- Perform various administrative duties, including but not limited to maintaining member databases, preparing correspondence, managing event calendars etc.

Job Requirements

- Degree in marketing, communications or related discipline.
- Minimum 5 years of related experience, preferably with event management experience.
- Proven track record of developing and executing successful membership recruitment and retention strategies is definitely an advantage.
- Experience in fundraising projects is preferred.
- Excellent organizational skills and attention to detail.
- Result-driven and self-motivated.
- Proactive and a good team player. Strong interpersonal and communication skills.
- Excellent communication in both English and Chinese.
- Proficiency in MS Office including word, Excel, PowerPoint, Illustrator.

Interested parties please email your resume and covering letter (please quote our reference, your current and expected salary and available date) to Human Resources Department, Hong Kong Arts Centre via email hr@hkac.org.hk. Only short-listed candidates will be contacted.

We are an equal opportunities employer committed to workforce diversity and fair employment practices. All data collected will be used for recruitment purpose only.