



OPERATIONS ASSISTANT

AFS Intercultural Exchanges is the Hong Kong partner of a global non-profit organization founded in 1947 and operating in nearly 60 countries to provide intercultural learning. Every year AFS Hong Kong hosts and sends over 100 participants on its flagship year-long homestay exchange for secondary students. Although staff-run, AFS relies on a global network of tens of thousands of alumni, families, and other volunteers to deliver the AFS experience, which has transformed the lives of 500,000 participants for 70 years.

Responsibilities

Reporting to the Senior Director of Programs and/or the Executive Director, the Operations Assistant will:

- Assist other staff members on administrative duties of student programs, marketing communications, and operations;
- Provide support for students and parents who are interested in applying for AFS programs;
- Handle telephone, email, and walk-in inquiries;
- Help manage the reception counter;
- Assist with events that highlight AFS programs to external parties, including but not limited to students, parents, teachers, and corporate partners; these presentations and events can be during evenings and weekends;
- Assist with creating communications materials, such as brochures, school posters, event banners, annual report, etc.;
- Assist with digital communications such as the website, social media platforms, and other online outreach channels;
- Assist with offline and online campaigns that create awareness of AFS programs and generate corporate/NGO/school partnership leads;
- Assist with maintenance of databases that track communications with schools, partners, and applicants;
- Assist with team meetings, volunteer events, and student transportation, which can be on evenings and weekends;
- Attend AFS, school, volunteer, and partner NGO events, which can be during evenings and weekends;
- Carry out tasks as assigned by the Executive Director, the Senior Director of Programs, and his/her delegates.

Requirements:

- A minimum of one year working experience;
- Experience in education, marketing, or social-welfare related roles is an advantage;
- Strong written and verbal communications skills; must be proficient in both English & Chinese;
- Interest and passion for international education and youth development;
- Dynamic and a self-starter;
- Independent and details-oriented;
- Good team player with positive work attitude and well-organized.

Benefits:

- Dynamic work environment with a passionate, diverse team;
- Opportunity to create impact on youth and families in Hong Kong;
- Comprehensive salary and benefits package.

Application:

Interested parties please send your full resume to hkg.hr@afs.org. Please indicate your notice period as well as current and expected salary.

Only shortlisted applicants will be notified. All applications will be treated in strict confidence and data collected will be used for recruitment purposes only.