

## **Job Position: HCSA Junior Membership Officer**

The High Carbon Stock Approach Steering Group (HCSA SG) is a global multistakeholder organisation whose core mission is to halt deforestation resulting from commodity production. HCSA is a tool that identifies and conserves natural forest from degraded lands in tropical landscapes, amplifying the role of forest conservation as a solution to climate change, while at the same time supporting biodiversity conservation, community rights and benefits, and responsible development.

The HCSA Steering Group is supported by the HCSA Secretariat with a registered office in Singapore and its main office in Kuala Lumpur. We have colleagues based remotely as part of our global virtual teams. We are looking for a passionate individual to support this work and contribute to the professional admin support provided to Members of the HCSA SG.

Your role will be **HCSA Junior Membership Officer** of the **HCSA Secretariat**. The job scope is likely to be evolving on an ongoing basis, but at the start will be focused on the functional areas described in the description of the job below.

### **Job Description:**

Perform duties and responsibilities commensurate with the two assigned functional areas (i.e. Membership and Admin) including, but not limited to, the following tasks:

#### **1. HCSA Membership**

Support HCSA Executive Director, Membership Committee (MC) and Membership Outreach Manager (MOM) on HCSA Membership matters. It includes the following, but not limited to:

- i. Membership Committee (MC) coordination: Responsible for coordinating and convening calls/meetings, prepare meeting minutes, seek consultation and approvals on membership related matters with oversight from the HCSA MOM.
- ii. Membership application processing: Support the processing of new and ongoing applications, ensuring all documentation and pre-requisite requirements are met and presenting the HCSA Secretariat's applicant recommendations to the MC. Assist HCSA membership spatial data submissions, in line with HCSA membership requirements, to the HCSA Monitoring platform supported by HCSA Monitoring Manager.
- iii. Membership Management: Support effective and efficient HCSA membership management and provision of membership services that contributes to the growth of members and member satisfaction.
- iv. Members Performance Evaluation System: Support the annual member Code of Conduct reporting and member Performance Evaluation System (PES) process to ensure member submissions are collated, filed, assessed and results are produced and reported to Members and Donors by set target deadlines. Support MOM in the annual improvement process of the PES and contribute to it as required.
- v. Membership Information management: To manage the Membership account including inbox, SharePoint and Teams. Contribute to the development and deployment of an HCSA Information Management System (e.g., Salesforce) by supporting the MOM in building, testing, and data-loading any components deemed necessary for efficient membership management. Maintain on Salesforce, SharePoint and Teams a robust database of membership data, information and documentation.

#### **2. HCSA General Admin Support**

With oversight of the MOM, support the HCSA Executive Director, HCSA Team Administrator, HCSA Working Group leads and other HCSA Officers on a cross section of HCSA administrative work related to General Administration to HCSA governance bodies and Working Groups. It includes the following, but not limited to:

- i. Administrative support for HCSA working groups, Executive Committee and Steering Group meetings and other ad-hoc tasks, as necessary.
- ii. Junior level support for HCSA meetings for external events.

#### **Education and/or experience required:**

- A Bachelor's Degree in public relations, communications, or similar relevant field.
- Demonstrable experience working and servicing members and/or clients
- Experience working in multi-stakeholder setting is a plus.
- Excellent portfolio with proven track record of successful project management examples
- Excellent communication, interpersonal and presentation skills
- Outstanding organizational and time-management skills

#### **Other Requirements:**

- Excellent organisational and administrative skills with a systematic approach combined with attention to detail and a high degree of accuracy.
- Strong organisational skills with a strong ability to multi-task and a can-do mentality
- Excellent time management skills and the ability to prioritise work
- Proficient in Bahasa Malaysia/Indonesia
- Excellent command in spoken and written English
- Proficiency in MS Office (MS Excel, MS PowerPoint, and MS Teams)
- Resourceful with IT skills (e.g. managing virtual calls, sound/video recordings, meeting notes, etc.) and a likeness for innovation with using technology to increasing efficiency.
- Flexible and adaptable to new tasks
- An interest in sustainability especially related to forest conservation, local communities' rights and livelihoods and responsible land use management is a plus.

#### *We hope to get a colleague who is:*

- **Flexible:** You will be working closely with partners across the world, so it may be necessary to accommodate time zone differences.
- **Adaptable:** Job priorities and requirements may change and require you to learn new software skills or familiarise yourself with new topics outside your field of expertise.
- **Brilliant:** The quality of our work is essential, and we expect each team member to be meticulous and take responsibility for outputs.

#### *What we offer:*

- A friendly, inclusive and collaborative working culture as part of a diverse and energetic team based in KL
- Flexible hours and partial home working on agreement
- A competitive salary and health insurance allowance
- Opportunity to grow and expand the role

HCSA values diversity and will welcome the most suitable applicant regardless of race, gender, religion and beliefs, sexual orientation, or disability. However, due to immigration restrictions, we are only able to employ Malaysian nationals.

#### HOW TO APPLY

Please apply directly to the HCSA Secretariat with your resume and cover letter via [info@highcarbonstock.org](mailto:info@highcarbonstock.org), **by 17 June 2020 COB KL time.**