



What is Crossroads?

Crossroads Foundation is a Hong Kong based non-profit organization serving global need. We believe that, in a broken world that sees too much suffering, we should do all we can to link those who are in need with those who can provide help. We, therefore, provide an intersection, literally a crossroads, to bring both together.

www.crossroads.org.hk

Contact us

enquiries@crossroads.org.hk

Crossroads Village

2 Castle Peak Road

Tuen Mun, NT, HONG KONG

Phone: 2984 9309

Sign up to our enews [here](#).



Applications are now open for an NGO Liaison Officer to join our work for a 12 month period. This is a unique opportunity to join a vibrant international team working on innovative projects.

Job description

Crossroads Foundation is seeking a university graduate to help Hong Kong charities access innovative, technology-driven services via our "GoodCity" platform and to support the development of new services in the community. GoodCity is a set of mobile apps that make it easy for charities to access quality donated goods for their work or their clients using their phone or computer. The ideal candidate will have a "start-up" mentality, be comfortable working with technology, outgoing and eager to proactively engage with people in Hong Kong's social welfare sector to build a vibrant user community around GoodCity.

Responsibilities

- Assist in outreach to NGOs about our work and how goods can support their efforts
- Foster community among users and participate in marketing efforts targeting this sector
- Maintain Crossroads' online "virtual warehouse" (photos, descriptions, stock management)
- Co-ordinate GoodCity user community and garner user feedback on an ongoing basis
- Leverage networks (e.g. HKCSS) to extend reach into the social sector
- Respond to enquiries from social sector actors
- Assist with creation of reports and analytics dashboards using a business intelligence tool
- Assist in development of FAQs and other training and support materials
- Assist in the training and management of project volunteers
- Keep detailed records and participate in development of quarterly reports to project donors

Qualifications / Attributes

- Graduate in social work who is eager to build a career in Hong Kong's social sector
- Comfortable with information technology and eager to learn new tools
- Good analytical skills (presenting and interpreting data)
- Strong communicator in both Cantonese and English



Details

Position Type:	Full-time – 12-month contract 5-work days per week (Tuesday – Saturday) Statutory annual leave
Location:	Hong Kong, Crossroads Village, So Kwun Wat
Ideal starting date:	Tues 4 July 2023 (Training week: 06.06.-10.06.2023)
End date:	Sat 29 June 2024

Applications

Submit application at <https://www.crossroads.org.hk/job-application/>

Application deadline: June 6, 2023

Our Values

All Crossroads staff adhere to the following values.

- **Vision:** We keep our eyes on the vision to be inspired and inspirers.
- **Compassion:** We care for people in need and for one another.
- **Multipliers:** We can't solve world needs alone, so we help others help others.
- **Joy:** It's a battle to fight world need, but there is joy in the trenches.
- **Excellence:** Ours is a quest for the best: excellence, strategic impact, best practice.
- **Creativity:** Where other solutions don't work, we'll think laterally and creatively.
- **Trust:** We're with Martin Luther King. 'Faith is taking the first step even when you can't see the whole staircase'.
- **Service:** We're building a community of service that inspires a world of service.
- **Environment:** We're eager for right care of product and planet.
- **Value:** We marinate in our values.
- **Gratitude:** We hold an attitude of gratitude for all who take the journey with us.
- **Change:** We believe all can leave the world a little better than they found it.