

Brand Strategist - Full-time | Hong Kong

A job to jump out of bed for!

Hush Home (hushhome.com) is a new lifestyle brand focused on sleep. It was created to transform people's lives by offering healthier sleep. Developed in California, its perfectly-balanced mattress, pillows, and bedding use up-to-date sleep science to offer deeper, more comfortable rest. All products are sustainably made from the highest quality materials by the same workshops that supply the world's leading hotels. Hush Home has distinguished itself as a thought leader in wellness, using its research to educate and inspire people to sleep and live better.

As an early stage company with rapid growth ahead of us, Hush Home is looking for a dynamic entrepreneur to join as our Brand Strategist. We are expecting someone who is a good brand storyteller, have a passion for all things digital and social media, and knows to constantly feel the pulse of consumer trends and the industry landscape. This is a position in which you have the opportunity to get your hands dirty and make things from scratch while playing a creative leadership role in a fast-moving ecommerce business.

Your Dream Job

- Be our storyteller, designer, and copywriter (for multimedia content)
- Use campaign level thinking to craft stories that unfold across multiple touchpoints to engage the customer
- Take charge of our content strategy and work with marketing lead to create the most relevant and evergreen content to be used throughout our customer journey, both offline and online
- Oversee and create amazing user experiences and work flows across all digital platforms and offline channels
- Plan and create offline events to further brand mission, increase customer engagement and drive sales (i.e. from fun community based wellness events to corporate sleep hacking workshops)
- Develop brand partnerships with Head of Sales
- Help steer our brand direction with understanding and periodic research on the industry, consumer trends, customer needs, competitive landscape, and digital landscape
- Ensure brand consistency across every channel

Your Profile

- Have an ability to tell compelling stories
- Have a strong understanding and keen interest in social media, e-commerce branding, and content strategy
- Have a smart, attractive and dynamic portfolio
- Strong writer, preferably in both English and Cantonese
- Able to accurately estimate and prioritize design work that is both technically feasible and meets business objectives
- Strong conceptual thinking with an ability to understand customer needs, motivations and behaviors, and business goals, and translate them into actionable deliverables
- Major pluses for abilities with creating in-store content, photography art direction and retouching,
- Major plus for strong knowledge of relevant Adobe Creative Suite and prototyping software for generating design deliverables
- Enthusiastic! A love for health & wellness is a major plus!

What We Offer

- Competitive salary
- An opportunity to join a young and dynamic startup
- Grow personally and professionally as Hush Home scales
- Gain insights to all relevant aspects of launching a digital company
- Work with a dynamic and highly motivated team with a flat hierarchy
- Experience a great working atmosphere in an international environment
- Challenging and diversified tasks with direct responsibility
- Free products + great discounts for friends and family!

If you are interested in this position and would like to become part of the Hush team, please e-mail stephanie@hushhome.com with your resume and your earliest possible starting date.

Sales Consultant -- Full-time | Hong Kong

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As an early stage company with rapid growth ahead of us, Hush Home is looking for a dynamic entrepreneur to join as our **Sales Consultant**. Needless to say our sales consultants need to love talking to customers and act as the host of the Hush Home customer experience. Our brand is young, fun, and dynamic and we hope to have brand ambassadors who can convey this personality with every customer interaction.

Your Dream Job

- Act as the voice of Hush on the front lines, delivering the best-in-class experience to customers to ensure a lasting relationship.
- Act as Hush's ambassador, embracing our core values and sharing them with customers
- Drive sales
- Manage customer relationships
- Deliver the amazing customer service over the phone, email, text, and live chat
- Ensure that customer orders, deliveries and returns are processed flawlessly
- Work closely with our delivery partners to resolve customer issues in a timely manner
- Capture customer insights and triage them to appropriate members of the team to improve the overall customer experience
- Think creatively about how Hush can optimize each customer's personal experience with our brand

Your Profile

- Fluent in English and Cantonese (additional languages, like Mandarin, are a plus)
- Experience in sales or customer service, preferably at a consumer-centric lifestyle brand
- Excellent oral and written communication skills
- Energetic, filled with empathy and compassion
- Not afraid of solving problems for customers
- Highly organized
- Sensitive to problems that might appear to be minor
- Able to prioritize multiple tasks
- Good team player that is proactive and can work with people of different characters
- Sense of humor is a plus
- Bonus points if you have an affection towards sleeping and are happy to talk about it
- Have ability on the weekends
- Enthusiastic! A love for health & wellness is a major plus!

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