



香港考試及評核局
Hong Kong
Examinations and
Assessment Authority



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The Hong Kong Examinations and Assessment Authority (HKEAA) is an independent and not-for-profit statutory body which administers public examinations in Hong Kong. Our scope of responsibility extends to administering over 200 international and professional examinations. We are looking for talented people to join hands with the HKEAA family in contributing to the provision of valid, reliable and equitable examinations and a range of assessment services to meet the educational and societal needs of the community. Applications are now invited for the following post:

Temporary Customer Service Assistant (Call Centre) (Contract period up to 1 year)

Duties: The incumbent will work in the Public Examinations Information Centre, responsible for handling phone calls, following up on enquiries and complaints with divisions concerned, assisting in the investigation of and follow-up on examination irregularities and drafting those simple replies.

Requirements:

- (a) Completion of Secondary Education, preferably with Chinese Language and English Language at Level 3 or Grade D or above in the HKCEE or Level 2 or above in the HKDSE. Formal training in customer service is preferred;
- (b) With considerable working experience in customer service;
- (c) Proficient in computer applications including Word and Chinese word processing;
- (d) Good communication skills in English and Chinese, knowledge in Putonghua is a definite advantage; and
- (e) Meticulous and with good customer care skills; experience in call centre operation is preferred.

Note: Applicants who are HKDSE 2023 candidates or who have close relatives taking the 2023 HKDSE will not be considered for appointment.

Employment Terms: The remuneration package will be commensurate with qualifications and experience. Appointment will be on a temporary contract with MPF benefits.

Date for Application Review: 17 March 2023

Applications would be considered until the post is filled.

Application forms can be obtained from the HKEAA office on 13/F., Southorn Centre, 130 Hennessy Road, Wan Chai, Hong Kong or downloaded from the HKEAA website (<http://www.hkeaa.edu.hk/tc/Career/temp.html>). Completed application forms should be returned to the Manager – Human Resources at the above address or sent to recruit@hkeaa.edu.hk. Due to the secrecy nature of HKEAA's job duties, applicants invited for interview may be required to make a declaration of any conflict of interests. Applicants not notified within 10 weeks from the application review date should consider their applications unsuccessful.

The HKEAA is an equal opportunities employer and welcomes applications from all qualified candidates. Information provided relating to employment will be kept confidential and used only for processing applications. For details, please refer to the Policy Statement on Equal Opportunities and the Personal Information Collection Statement on the HKEAA website (www.hkeaa.edu.hk).