The Hong Kong Examinations and Assessment Authority (HKEAA) is an independent, self-funding and not-for-profit statutory body. Its main role is to conduct the HKAL examinations and it is preparing for the introduction of the HKDSE in 2012. It also administers over 200 examinations leading to academic, professional or practical qualifications on behalf of international examining bodies and local professional bodies. Applications are now invited for the following post:

**Examinations Administration Assistant**  
*(Contract Period: March 2012 – February 2013)*

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

**Requirements:**
(a) Diploma in any discipline;
(b) With considerable working experience in customer service or general administration;
(c) Proficient in computer applications including Word, Excel and Chinese character input method;
(d) Good communication skills in English and Chinese, knowledge in Putonghua is a definite advantage;
(e) Meticulous and with good customer care skills; experience in call centre operation is preferred.

* Candidates who sit for 2012 HKAL or HKDSE are not eligible.

**Employment Terms:** The remuneration package will be commensurate with qualifications and experience. Future employment may be offered on renewable contracts subject to needs and performance.

*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’s website ([www.hkeaa.edu.hk](http://www.hkeaa.edu.hk)). Completed application forms should be returned to the Manager - Human Resources & Administration at the above address.*

HKEAA is an equal opportunity employer and welcomes application 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](http://www.hkeaa.edu.hk) and the [Personal Information Collection Statement](http://www.hkeaa.edu.hk) on HKEAA website.