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 and HKDSE examinations. It also administers other assessment projects and 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:

**Customer Service Representative**  
(Ref: IP/09/067)

**Duties:** The incumbent will provide support in the daily operation of the office. Major duties include answering telephone calls, handling enquiries and complaints, providing counter services and clerical support for the administration of examinations.

**Requirements:**
(a) Completion of Secondary Education, preferably with Chinese Language, English Language and Mathematics, at Level 2 or Grade E or above in the HKCEE or Level 2 or above in the HKDSE. Formal training in customer service is preferred;
(b) At least 2 years’ working experience in customer service or in a similar capacity;
(c) Good communication skills in spoken English, Cantonese and Putonghua;
(d) Familiar with computer applications including Word, Excel and Chinese character input method;
(e) Excellent telephone manner, interpersonal skills and customer care skills; and
(f) A good team player with working experience in call centre is preferred.

**Employment Terms:** The remuneration package will be commensurate with qualifications and experience. Appointment will initially be on a fixed-term contract with MPF benefits, medical and dental care. Future employment may be offered on renewable contracts subject to performance and staffing needs.

**Date for Application Review:** 3 October 2012
Applications would be considered until the post is filled.

Application form 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). Completed application forms should be returned to the Manager – Human Resources at the above address. Only shortlisted applicants will be notified.

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 and the Personal Information Collection Statement on HKEAA’s website (www.hkeaa.edu.hk).