The Hong Kong Examinations and Assessment Authority (HKEAA) is an independent, self-funded and not-for-profit statutory body. Its main role is to conduct the 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:

**Examinations Administration Assistant**
*(Contract period up to 31 Aug 2015)*

**Duties:** The incumbent will work in the Public Examinations Information Centre, responsible for handling phone calls and emails, 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 or general administration;
(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;
(e) Meticulous and with good customer care skills; experience in call centre operation is preferred; and
(f) Immediate available is preferred.

*Candidates who sit for 2015 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 performance and staffing needs.

*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 ([www.hkeaa.edu.hk](http://www.hkeaa.edu.hk)). Completed application forms should be returned to the Manager – Human Resources at the above address or sent to recruit@hkeaa.edu.hk.*

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 website ([www.hkeaa.edu.hk](http://www.hkeaa.edu.hk)).