

The Hong Kong Examinations and Assessment Authority (HKEAA) is an independent and not-for-profit statutory body. Its main role is to conduct the Hong Kong Diploma of Secondary Education Examination (HKDSE). 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:

Temporary Customer Service Representative (Contract period for 6 months)

Duties: The appointee 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.

Note: The position does not accept applicants, or applicants with immediate family member(s), who sit for ABRSM, ATOD, BDA, CCM, CFDGE, CSTD, DSA, GAFA, NAE, NATD, RAD, STU and HKCO exams.

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: 20 May 2021

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 (www.hkeaa.edu.hk/tc/Career/general.html). Completed application forms should be returned to the Manager – Human Resources at the above address. 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).