

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:

Officer – Examinations Administration

(Ref: IP/03/016)

Duties: The appointee will supervise a team to deliver call centre operations and to support different enquiries of the International and Professional Examinations Division. The appointee will be responsible for resolving escalated enquiries and complaints, updating the Frequently Asked Questions (FAQs) of the Division; identifying customer services improvement areas and proposing changes to the operation. The appointee is also required to communicate and coordinate with internal and external parties on the operations of the Division and HKEAA.

Requirements:

- (a) A Bachelor's degree in any discipline;
- (b) At least 5 years of experience in an administrative or operationally focused position or in the field of education or public sectors with at least two years in a supervisory position;
- (c) Knowledge of administration in a highly complex environment or examination operations desirable;
- (d) Interpersonal, organisational, problem solving and supervisory skills;
- (e) Hands-on experience with PC and system;
- (f) Experienced in customer service, complaint handling preferred;
- (g) Highly meticulous and ability to work under pressure and irregular hours;
- (h) Ability to complete internal training on corporate/divisional guidelines and procedures and pass the corresponding internal assessments within the period agreed with the supervisor(s); and
- (i) Proficiency in both written and spoken English and Chinese preferably including Putonghua.

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

Date for Application Review: 17 March 2023

Applications would be considered until the post is filled.

A detailed resume including your qualifications and experience, current/expected salary and earliest availability should be sent to the Manager - Human Resources, by quoting the position applied and reference number via email at iped-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).