

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:

**Senior Officer – Examinations Administration
(Public Examinations Information Centre)**

(Ref: SE/09/262)

Duties: The appointee will supervise and manage the daily operations of the Public Examinations Information Centre (PEIC), including handling enquiries via phone, email, and other channels. He/She will coordinate the investigation of examination irregularities and complaints, oversee the enhancement and testing of the HKDSE examination system applications, and compile statistical reports. He/She will liaise/coordinate with the parties concerned in updating the knowledge base for answering enquiries and the smooth running of the Centre. The appointee will also be responsible for training and coaching team members, ensuring proper adherence to guidelines and procedures and supporting management initiatives and ad-hoc duties as required.

Requirements:

- (a) A Bachelor's Degree in any discipline;
- (b) At least 5 years' relevant supervisory experience, preferably in customer service/call centre or education-related sectors;
- (c) Effective interpersonal, communication and customer service skills with a good sense of service excellence;
- (d) Good problem solving, supervisory and organisational skills;
- (e) Responsive and able to work effectively under pressure;
- (f) Experience in examination administration is an added advantage;
- (g) Proficient in computer applications including Microsoft Word, Excel, PowerPoint, and Chinese word processing; and
- (h) Excellent command of written and spoken English and Chinese 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: 2 October 2025

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 sead-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 8 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 (<http://www.hkeaa.edu.hk>).