

Contract Customer Service Assistant

(Salary: \$10,490 - \$18,890 plus 10% Year-end Incentive Payment)

Main Duties

Contract Customer Service Assistant are mainly deployed to

- man the reception counter, receive tenants and visitors, and maintain discipline and order of the waiting hall of estate office;
- receive and record requests or complaints from tenants, issue acknowledgement receipt, explain progress and results of investigation to complainants, and keep track of the development or progress of complaints and make necessary referral;
- answer simple telephone enquiries, record telephone messages and make necessary referral;
- maintain and update the appointment system for interviews;
- collect and distribute application forms, pamphlets and other information materials at the reception counter;
- issue and process various minor maintenance works orders; and
- perform any other duties as required.

(A Contract Customer Service Assistant is required to wear uniform and may be required to perform shift duties)

Entry Requirements

Applicants should have

- (a) (i) Level 2 or equivalent [Note (1)] or above in five subjects including Mathematics in the Hong Kong Diploma of Secondary Education Examination (HKDSEE) [Note (2)], or equivalent; or
(ii) Level 2 [Note (3)]/ Grade E or above in five subjects including Mathematics in the Hong Kong Certificate of Education Examination (HKCEE) [Note (2)], or equivalent;
- (b) met the language proficiency requirements of Level 2 [Note (3)] or above in Chinese Language and English Language in HKDSEE or HKCEE, or equivalent;
- (c) knowledge of Chinese and English typing and MS Word and Excel processing; and
- (d) 1 year's working experience in customer service.

Note:

(1) For appointment purpose, "Attained with Distinction" in Applied Learning subjects (subject to a maximum of two Applied Learning subjects), and Grade C in Other Language subjects in the HKDSEE are accepted as equivalent to Level 3 in the New Senior Secondary subjects in the HKDSEE. "Attained" in Applied Learning subjects (subject to a maximum of two Applied Learning subjects), and Grade E in Other Language subjects in the HKDSEE are accepted as equivalent to Level 2 in the New Senior Secondary subjects in the HKDSEE.

- (2) *The subjects may include Chinese Language and English Language.*
- (3) *For appointment purpose, “Grade C” and “Grade E” in Chinese Language and English Language (Syllabus B) in the HKCEE before 2007 are accepted administratively as comparable to “Level 3” and “Level 2” respectively in Chinese Language and English Language in the 2007 HKCEE and henceforth.*

Terms of Appointment

The appointment will be on Housing Authority regular terms of employment with a 3-month probation period. A competitive pay package, which is commensurate with qualification and experience, will be offered to the appointee. On top of the base salary, the appointee may receive a year-end incentive payment at 10% of the total base salary received upon satisfactory completion of every full year of service. Appointee who has completed no less than six months service by the end of the first calendar year of his/ her employment may also receive the year-end incentive payment calculated on pro-rata basis. The entry pay, terms of appointment and conditions of service to be offered are subject to the provisions prevailing at the time the offer of appointment is made.

How to Apply

Applications should reach Executive Officer/Appointments (4), Appointments Sub-Section, Hong Kong Housing Authority Headquarters, 33 Fat Kwong Street, Homantin, Kowloon on or before **27 January 2014** with: (1) completed application form [HD917 (Rev. 2012)]; (2) detailed job descriptions of all current and previous employment; (3) photocopies of all professional/ academic certificates (including HKDSEE/HKCEE certificates and etc); and (4) photocopies of all employment references. **Applications which are incomplete or without the required supporting documents will not be considered.** All information provided will be treated in strict confidence. Personal data collected will be used for appointment-related purpose only.

Application forms are obtainable (1) from the reception counters at the atrium of Hong Kong Housing Authority Headquarters, 33 Fat Kwong Street and the Hong Kong Housing Authority Customer Service Centre, 3 Wang Tau Hom South Road; (2) from Hong Kong Housing Authority internet website (<http://www.housingauthority.gov.hk>), or (3) by fax through our telephone hotline 2712 2712 (Please press in sequence 4, 5, 7 after choosing the language). Electronic application can only be made by “e-Form” (<http://www.info.gov.hk/digital21/eform/index.html>) and should be sent to appt.iform@housingauthority.gov.hk. Applicants are encouraged to provide their email addresses on the application forms. Candidates who are selected for interview will normally receive an invitation (by email or by post) by 27 March 2014. Those who are not invited for interview may assume that their applications unsuccessful.

For enquiry, please contact Mr YEUNG at 2761 7546; appt.iform@housingauthority.gov.hk.