

## Contract Customer Service Assistant

(Salary: \$13,240 - \$18,540 plus 10% Year-end Incentive Payment)

### Main Duties

Contract Customer Service Assistant is 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) one year's full-time relevant 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.*
- (4) *Typing and computer skills of candidates will be assessed during the interview.*
- (5) *Fluency in Putonghua is an advantage.*
- (6) *Preference will be given to candidate who possesses working experience in customer service that are related to property management, man reception counter/front desk, or handle complaints/enquiries from public.*

### **Terms of Appointment**

The appointment will be on Housing Authority regular terms of employment, with continuous employment being offered till an employee reaches the prevailing retirement age upon passing the probationary period. A competitive pay package, which is commensurate with the employee’s qualification and experience, will be offered. On top of the base salary, the employee may receive a year-end incentive payment at 10% of the total base salary received upon satisfactory completion of every full year of service. An employee who has completed no less than six months of service by the end of the first calendar year of his/ her employment may also receive a year-end incentive payment calculated on a 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.

**Closing Date of Application: 20 May 2022**

### **How to Apply:**

Application form [HD917 (Rev. 2015)] is obtainable from—

- (i) 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;
- (ii) the Hong Kong Housing Authority website  
(<https://www.housingauthority.gov.hk/tc/common/pdf/download/HD917-RE.pdf>), or
- (iii) by fax through our telephone hotline 2712 2712 (Please press in sequence 4, 5, 7 after choosing the language).

Completed forms, together with copies of –

- (a) support documents of working experience; and
- (b) copies of certificates and transcripts (for holders of academic qualifications other than those obtained from Hong Kong institutions/Hong Kong Examinations and Assessment Authority)

must be submitted on or before the closing date for application **via one of the following means** –

By post – Please submit to the postal address below and specify “Application for the post of Contract Customer Service Assistant” on the envelope. To avoid unsuccessful delivery of mail items, please ensure that the correct address is clearly printed or written on the envelope and sufficient postage has been paid before posting. Mail items bearing insufficient postage will not be delivered to the Hong Kong Housing Authority and will be returned to the sender or disposed of by the Hongkong Post, where appropriate. The applicant will bear any consequences arising from not paying sufficient postage. The first postmark date on the envelope will be regarded as the date of submission of the application form and / or copies of supporting documents.

Online submission – Online application can also be made through:

- (1) the GovHK  
(<https://eform.one.gov.hk/form/pdf/upload/>);
- (2) the Hong Kong Housing Authority website  
(<https://www.housingauthority.gov.hk/en/global-elements/forms/general-information/index.html>); or
- (3) iAM Smart  
(<https://www.iamsmart.gov.hk/en/e-service-eform.html>)

Candidates who apply online should submit all copies of (a), (b) and (c) above to the postal address below on or before the closing date for application. The reference code should be quoted on the envelope and the copies of supporting documents.

In person – You may also submit your application form and supporting documents to the application drop-in box located at the reception counters at the atrium of the Housing Authority Headquarters, 33 Fat Kwong Street, Kowloon, Hong Kong.

Applications will be processed according to the qualifications attained and working experience obtained by the applicant by the closing date for application. Where a large number of candidates meet the specified entry requirements, the shortlisting criteria may be devised to select the better qualified candidates for further processing. In these circumstances, only shortlisted candidates will be invited to attend the interview.

Applications which are not made in the prescribed form, or incomplete, or not signed, or without the required supporting documents, or late, or submitted by email or fax will not be considered. As we may contact the applicants by the mailing address, email address or telephone number provided on the application form, please provide clear and correct contact information. Candidates who are invited for interview will normally receive an invitation by email in about eight to ten weeks from the closing date for application. Those who are not invited for interview may assume that their applications are unsuccessful.

All information provided will be treated in strict confidence. Personal data collected will be used for appointment-related purpose only.

**Contact Address and Enquiry Telephone:**

Appointments Sub-section, Hong Kong Housing Authority, 3/F, Block 2, Housing Authority Headquarters, 33 Fat Kwong Street, Ho Man Tin, Kowloon

(Enquiries: Miss Tam at 2761 6614)