

Development Bureau
Works Branch
(Non-Civil Service Vacancy)

Customer Service Officer
(Salary: HK\$10,535 per month)

Entry Requirements:

Applicants should –

- (a) have met the language proficiency requirements of ‘Level 3’ ^(Note 1) or above in Chinese Language and English Language in the Hong Kong Diploma of Secondary Education Examination (HKDSEE) or the Hong Kong Certificate of Education Examination (HKCEE), or equivalent;
- (b)(i) have ‘Level 2’ or equivalent ^(Note 2) or above in five subjects in the HKDSEE ^(Note 3), or equivalent; or
 - (ii) have ‘Level 2’ ^(Note 1) / ‘Grade E’ or above in five subjects in the HKCEE ^(Note 3), or equivalent;
- (c) have at least one year’s working experience in handling hotline; experience in handling Government’s hotline is an advantage;
- (d) have preferably attained English and Chinese word processing speed of 40 and 20 words per minute respectively and knowledge in the application of common business software ^(Note 4 &5); and
- (e) be able to speak fluent Cantonese and English; proficiency in Putonghua is an advantage.

Duties:

Successful candidates will be deployed to various sections/offices in the Works Branch of the Development Bureau to undertake the following duties ^(Note 6) –

- (a) to man the general hotline for answering enquiries and complaints;
- (b) to record the gist and action taken for enquiries and complaints received for working the daily hotline register;

- (c) to collate and compile various statistics and returns;
- (d) to provide logistics and preparatory support on the provision of public talks/workshop/visits;
- (e) to undertake general duties and provide warehouse support; and
- (f) to perform outdoor work as required and any other duties assigned by senior officers.

Note:

- (1) For non-civil service 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.
- (2) For non-civil service appointment purpose, ‘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.
- (3) The subjects may include Chinese Language and English Language.
- (4) Applicants will be required to sit a speed / trade test.
- (5) Where a large number of candidates meet the specified entry requirements, shortlisting criteria will be applied to select the better qualified candidates for further processing. Under this circumstance only shortlisted applicants will be invited to attend the interview.
- (6) Successful candidates may be required to work irregular hours and on public holidays.

Terms of Appointment:

Successful candidates will be employed on non-civil service contract terms up to twenty months.

Fringe Benefits:

A gratuity may be granted upon satisfactory completion of the full contract period with consistently high standard of performance. The amount of gratuity payable will be the

sum which, when added to the Government's contribution to the Mandatory Provident Fund (MPF) Scheme as required by the MPF Schemes Ordinance, equals to 10% of the total basic salary drawn during the contract period. The benefits in respect of rest days, statutory holidays (or substitute holidays), annual leave, maternity/paternity leave and sickness allowance, where appropriate, will be granted in accordance with the provisions of the Employment Ordinance and confirmed at the time of the offer of appointment.

How To Apply:

Application forms [G.F. 340 (Rev. 3/2013)] are obtainable from any Public Enquiry Service Centres of District Offices, Home Affairs Department or any Job Centres of the Employment Services Division, Labour Department. The said form can also be downloaded from the Civil Service Bureau's website (<http://www.csb.gov.hk>). Completed application form stating the position apply for, together with a full curriculum vitae, should be submitted by post to the Personnel Unit of Works Branch, Development Bureau at 15/F, West Wing, Central Government Offices, 2 Tim Mei Avenue, Tamar, Hong Kong (enquiry telephone no.: 3509 7687), on or before the closing date for application (the postmark date on the envelope will be regarded as the date of submission of application). Please clearly mark on the envelope the position applied for. When submitting the application, please provide a full curriculum vitae including –

- (a) grading of subjects taken in public examinations from secondary education onwards (with exact dates of scoring the results);
- (b) details of education (e.g. major subject / transcript / class and division of honours of degree);
- (c) professional qualifications obtained (if any);
- (d) employment records with detailed description of duties; and
- (e) other relevant details the applicant considers himself/herself suitable for the position.

Applications with **incomplete or unclear information** will **NOT** be considered. Candidates who are selected for interview will normally receive an invitation in about eight weeks from the closing date for application, but this timing is subject to change without prior notification to applicants. Those who are not invited for interview may assume that their applications are unsuccessful.

Closing Date for Application:

24 April 2015 (18:00:00)

General Notes:

- (a) Candidates must be permanent residents of the Hong Kong Special Administrative Region at the time of appointment unless specified otherwise.
- (b) As an Equal Opportunities Employer, the Government is committed to eliminating discrimination in employment. The vacancy advertised is open to all applicants meeting the basic entry requirement irrespective of their disability, sex, marital status, pregnancy, age, family status, sexual orientation and race.
- (c) Non-civil service vacancies are not posts on the civil service establishment. Candidates appointed are not on civil service terms of appointment and conditions of service. Candidates appointed are not civil servants and will not be eligible for posting, promotion or transfer to any posts in the Civil Service.
- (d) 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.
- (e) Where a large number of candidates meet the specified entry requirements, the recruiting department may devise shortlisting criteria to select the better qualified candidates for further processing. In these circumstances, only shortlisted candidates will be invited to attend recruitment examination and/or interview.
- (f) It is Government policy to place people with a disability in appropriate jobs wherever possible. If a disabled candidate meets the entry requirements, he/she will be invited to attend the selection interview and/or written test without being subject to any further shortlisting criteria.
- (g) Personal data provided by job applicants will be used strictly in accordance with this Bureau's personal data policies, a copy of which will be provided immediately upon request. You may contact Executive Officer (Works) Personnel 2 of the Development Bureau at 15/F, West Wing, Central Government Offices, 2 Tim Mei Avenue, Tamar, Hong Kong, or direct your request to him/her by fax (fax no.: 2523 5327).
- (h) Holders of academic qualifications other than those obtained from Hong Kong institutions/Hong Kong Examinations and Assessment Authority may also apply but their qualifications will be subject to assessments on equivalence with the required entry qualifications. They should submit copies of their official transcripts and certificates by mail together with their application forms and

supporting documents stated above to the enquiry address.

- (i) Non-civil service vacancies information contained in this column is also available on the GovHK on the Internet (<http://www.gov.hk>) and the Development Bureau's website (<http://www.devb.gov.hk>).