



MANDATORY PROVIDENT FUND SCHEMES AUTHORITY (MPFA)

The MPFA was set up in September 1998 under the Mandatory Provident Fund Schemes Ordinance (Cap. 485). Our mission is to regulate and supervise privately managed provident fund schemes; to educate the working population about saving for retirement and the role of the MPF System as one of the pillars supporting retirement living; and to lead improvements to provident fund schemes to make them more efficient and user-friendly, and better meet the needs of the working population.

Staff are our most valuable asset. We are looking for talents who are willing to adopt our core values in performing their work: Commitment, Quality, Teamwork and Community Perspective; and share our concern for the retirement protection of Hong Kong's workforce. Those who are interested in pursuing our mission and developing their careers in the MPFA are invited to join us.

Officer (Complaints and Enquiries)

(Ref. 39/2019)

The Job

- To handle telephone enquiries from the public in relation to MPF and ORSO legislation/issues;
- To receive complaints from the public and compile complaint reports;
- To assist in preparing draft reply to written enquiries;
- To receive and record views and opinions from the public; and
- To provide support for ad-hoc projects as assigned by management.

The Person

- A recognized degree, or equivalent;
- At least two years of relevant experience in handling hotline enquiries and complaints, preferably gained from sizable or public organizations;
- Proficient in PC applications including Excel, Word and Chinese word processing;
- Good command of written and spoken English and Chinese;
- Proficient in Putonghua will be an advantage;
- Good communication, interpersonal, organization and problem solving skills;
- Customer-oriented, flexible and able to work independently as well as under pressure; and
- Able to deal with the public effectively.

Remuneration Package

A competitive remuneration and benefits package including a discretionary performance-linked variable pay, annual leave, medical, dental and life insurance coverage, and MPF will be offered. All new appointments will be made on a two-year fixed-term contract initially prior to consideration for appointment on a non-fixed-term basis.

To Apply

Interested candidates are invited to apply by sending full career details and application letter, quoting the job reference number, with information of current / expected remuneration, availability, to the email address hrdmpfa@mpfa.org.hk or the address below:

**Human Resources Department, MPFA
Level 8, Tower 1, Kowloon Commerce Centre
51 Kwai Cheong Road, Kwai Chung, Hong Kong**

The closing date for application is **7 May 2019** or **postmarked on 7 May 2019**. Applicants not invited for interview by the end of July 2019 may assume that their applications are unsuccessful and their applications will not be retained for more than two years. For enquiries, please email at hrdmpfa@mpfa.org.hk.

The information provided will be kept confidential and only be used for those purposes relating to your application. Please visit our website for the details of the MPFA's Personal Information Collection Statement for Job Applicants at http://www.mpfa.org.hk/eng/mpfa/join_us/job_opportunities/index.jsp. The MPFA is an equal opportunities employer and welcomes applications from all qualified candidates.