



## 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.

At MPFA, we take pride in our people and aim to provide a unique environment where talents could reach their potential and fulfil their career aspirations. We focus on enhancing retirement protection of Hong Kong people and living our core values – Community Perspective, Commitment, Quality and Teamwork. If you share these concerns and are keen to practice and promote creativity, collaboration, communication and agility, looking to gain broad perspective from businesses, eager to sharpen your leadership and professionalism, and put stakeholders at heart, this is the place for you.

### **Temporary Officer (Complaints and Enquiries) (1-year contract) (Ref. 51/2023)**

#### **The Job\***

- Handle public enquiries and complaints received from hotline;
- Assist in compiling enquiry and complaint records and reports;
- Assist in preparing draft reply to written enquiries;
- Provide customer services to the public at service counters and participate in MPFA's outreach programmes on need basis; and
- Provide support for ad-hoc projects as assigned.

\* *The incumbent may be required to work on shift (including Saturdays).*

#### **The Person**

- Associate degree, or equivalent;
- At least one year 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 collaborative; and
- Agile, a good team player and able to work independently as well as under pressure.

#### **Remuneration Package**

We offer a competitive salary commensurate with the appointee's qualifications and relevant experience. The appointment will be made initially on a 1-year fixed-term contract.

#### **To Apply**

Interested candidates are invited to submit an [online application](#). The closing date for application is **31 March 2023**. Applicants not invited for interview by the end of May 2023 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](mailto: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 <https://www.mpfa.org.hk/mpfa/joining-mpfa/job-vacancies/personal-information-collection-statement>. The MPFA is an equal opportunities employer and welcomes applications from all qualified candidates.