



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 practise 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.

Manager (Enforcement)

(Ref. 26/2024)

The Job

- To ensure the proper handling of enquiries and complaints regarding trustees, service providers and MPF products;
- To supervise case officer in handling enquiries and complaints.
- To identify suspected breaches of the MPF legislation and areas of improvement for trustees and service providers and make recommendations;
- To observe and provide first-hand information and feedback regarding the trend of enquiries and complaints;
- To assist Senior Manager in monitoring and reviewing the efficiency and effectiveness of the operational systems and processes of the Complaints Section and identify, plan and implement changes and enhancements;
- To assist Senior Manager in formulating and drafting departmental operational procedures and policies;
- To supervise the preparation of management reports and statistics;
- To coach, develop and enhance the skills and expertise of the subordinates of the team; and
- To perform other duties as assigned by the Management.

The Person

- A recognized degree, or equivalent;
- Eight years of relevant experience in complaint handling or customer services, preferably gained from public organizations, sizable organizations or regulators;
- Solid knowledge in MPF system and relevant legislation is preferable.
- Good command of written and spoken English and Chinese;
- Excellent communication and report writing skills, strong analytical skills; good interpersonal, leadership and people management skills; and
- Mature, flexible, customer-oriented and able to work under pressure independently.

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 via our [online application](#). The closing date for application is **22 May 2024**. Applicants not contacted for follow-up within 3 months after the closing date for application may assume that their applications are not successful. Applications not selected for further processing may be considered for other relevant openings in the future but their applications will not be retained for more than a period of two years after the closing date. 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 at <https://www.mpfa.org.hk/en/mpfa/joining-mpfa/job-vacancies/personal-information-collection-statement>. The MPFA and its subsidiary are equal opportunities employers and welcome applications from all qualified candidates.