



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.

Officer (Enforcement)

(Ref. 41/2026)

The Job

- To handle complaints against approved trustees and their service providers;
- To liaise with complainants, stakeholders and internal departments for fact-finding;
- To draft reply letters to complainants, correspondences with stakeholders and prepare complaint case reports;
- To assist in analysing case-related information, identifying areas of improvement/issues/breaches of approved trustees;
- To assist in compilation of complaints statistics and enhancement of application system of Complaints Section; and
- To perform other duties as assigned by the management.

The Person

- A recognised degree, or equivalent;
- At least two years of relevant experience in complaint handling, compliance, customer services, retirement schemes, pensions, insurance, investment or banking, preferably gained from sizable or public organisations;
- Good command of written and spoken English and Chinese;
- Proficiency in computer literacy including Microsoft Word, Excel and PowerPoint;
- Good interpersonal, communication, analytical and problem solving skills; and
- Mature, flexible, a good team player and able to work independently as well as under pressure.

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 submit an [online application](#). The closing date for application is **4 June 2026**. Applicants not contacted for follow-up within 3 months for application may assume that their applications unsuccessful. Applications not selected for further processing may be considered for relevant openings in the future but their applications will not be retained for more than a period of 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 <https://www.mpfa.org.hk/en/mpfa/joining-mpfa/job-vacancies/personal-information-collection-statement>. The MPFA is an equal opportunities employer and welcomes applications from all qualified candidates.