



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 (Member Protection and Services) – Customer Services

(Ref.49/2026)

The Job

- To handle enquiries from the public received through telephone and service counters in relation to MPF and ORSO legislation/issues;
- To receive complaints from the public and compile complaint reports;
- To prepare draft reply for written enquiries;
- To receive and record views and opinions from the public;
- To process personal account enquiries and handle related enquiries from scheme members or their representatives;
- To provide customer service at outreach programmes on need basis; and
- To provide support for administrative works and ad-hoc projects as assigned by management.

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

The Person

- A recognized degree, or equivalent; Non-degree candidates with more experience may also be considered;
- At least two years of relevant experience in handling walk-in or telephone enquiries and complaints, compliance, retirement/pension and/or customer service, preferably gained in sizable or public organizations;
- Proficient in PC applications including Excel, PowerPoint, 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;
- Agile, a good team player and able to work independently as well as under pressure; and
- Able to deal with the public effectively.

(Candidates with less experience may be considered for the position of Temporary Officer.)

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](#). Review of the applications will start as soon as possible and continued until the posts are filled. Applicants not contacted for follow-up within 3 months after the closing date 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 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 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.