



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.

Senior Officer (Member Protection and Services) – Customer Services (Ref. 84/2026)

The Job

- Handle complicated enquiries and complaints in relation to MPF and ORSO issues/legislation;
- Handle written enquiries and compile replies;
- Supervise Officer(s) in handling general enquiries and complaints, ensuring provision of quality service to clients;
- Monitor the processing of personal account and unclaimed benefits enquiries;
- Support Managers and Assistant Managers in daily operation, including the administration of the hotline or enquiry counter;
- Assist in performing IT system enhancements, compiling statistical reports and other administrative matters;
- Provide training, guidance and coaching to Officers and Administrative Assistants; and
- Perform other duties as assigned by the Management.

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

The Person

- A recognized degree, or equivalent;
- At least four years of relevant experience in handling in-person or hotline enquiries and complaints, customer services, compliance, pension/retirement schemes or related fields, of which at least two years at Officer level or above, preferably gained from sizable or public organizations; and
- Proficiency 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 submit an [online application](#). The closing date for application is **29 September 2026**. 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/mpfa/joining-mpfa/job-vacancies/personal-information-collection-statement>. The MPFA is an equal opportunities employer and welcomes applications from all qualified candidates.