

Government Vacancies Enquiry System

Job Number:	48645
Department:	Post Office
Job Title:	Customer Service Officer (Mail Tracing Office)
Salary:	\$18,916 per month
Entry Requirements:	<p>(1)(i) Level 2 or equivalent (Note 1) or above in five subjects in the Hong Kong Diploma of Secondary Education Examination (HKDSEE) (Note 2), or equivalent; or (ii) Level 2 (Note 3) / Grade E or above in five subjects in the Hong Kong Certificate of Education Examination (HKCEE) (Note 2), or equivalent; and (2) Level 2 (Note 3) or above in Chinese Language and English Language in HKDSEE or HKCEE, or equivalent. (3) Be familiar with computer operations and software like Word, Excel and PowerPoint, etc.; (4) Applicants attending the selection interviews are required to take typing test of English and Chinese; (5) Be fluent in English and Cantonese. Proficiency in Putonghua will be an advantage; (6) One year's (or above) post-qualification working experience in customer service field an advantage; (7) Be proactive, self-motivated, patient and a good team player; and (8) Good interpersonal and problem solving skills and could perform well under highly-stressed environment.</p>
Note:	<p>Note 1: "Attained with Distinction" in Applied Learning subjects (subject to a maximum of two Applied Learning subjects), and Grade C in Other Language subjects in the HKDSEE are accepted as equivalent to Level 3 in the New Senior Secondary subjects in the HKDSEE. "Attained" in Applied Learning subjects (subject to a maximum of two Applied Learning subjects), and Grade E in Other Language subjects in the HKDSEE are accepted as equivalent to Level 2 in the New Senior Secondary subjects in the HKDSEE. Note 2: The subjects may include Chinese Language and English Language. Note 3: "Grade C" and "Grade E" in Chinese Language and English Language (Syllabus B) in the HKCEE before 2007 are accepted administratively as comparable to "Level 3" and "Level 2" respectively in Chinese Language and English Language in the 2007 HKCEE and henceforth.</p>
Duties:	<p>(1) To handle phone calls, emails or written enquiries/complaints from customers; (2) To liaise with overseas postal administrations and answer enquiries; (3) To transfer enquiries/complaints to the relevant sections; (4) To process and analyze data; and (5) To undertake any other duties as assigned by supervisors.</p> <p>Location of Work: Kennedy Town (The working location may vary subject to the operational need of Hongkong Post.)</p> <p>Hours of Work: 5-day week with the basic working time of 48 hours gross per week, selected candidates are required to work in shifts from Monday to Saturday during the following period of time (including 1-hour meal break): - Monday to Friday: from 8:30 am to 7:00 pm - Saturday: from 8:30 am to 6:06 pm May be required to work on Sunday and public holidays. (The actual hours of work assigned are subject to the operational need of Hongkong Post.)</p>
Terms of Appointment:	The successful candidate(s) will be appointed on non-civil service contract terms for twelve months. Subject to operational needs, employees with good performance may have the opportunity for contract renewal after completion of the first contract.
Fringe Benefits	<p>(1) Rest days, statutory holidays, annual leave, maternity leave, paternity leave, sickness allowance, where appropriate, will be granted on terms not less favourable than the provisions of the Employment Ordinance. (2) An end-of-contract gratuity may be granted upon completion of the contract with satisfactory performance and conduct. Such gratuity, if granted, plus any contribution made by the Government to the Mandatory Provident Fund (MPF) Scheme, will be equal to 10% of the total basic salary drawn during the contract period.</p>
General Notes:	<p>(1) Non-civil service vacancies are not posts on the civil service establishment. Candidates appointed are not on civil service terms of appointment and conditions of service. Candidates appointed are not civil servants and will not be eligible for posting, promotion or transfer to any posts in the Civil Service. (2) As an Equal Opportunities Employer, the Government is committed to eliminating discrimination in employment. The vacancy advertised is open to all applicants meeting the basic entry requirement irrespective of their disability, sex, marital status, pregnancy, age, family status, sexual orientation and race. (3) Candidates appointed must be permanent residents of the Hong Kong Special Administrative Region unless specified otherwise. (4) Where a large number of candidates meet the specified entry requirements, the recruiting department may devise short-listing criteria to select the better qualified candidates for further processing. In these circumstances, only shortlisted candidates will be invited to attend the selection interview. (5) It is Government policy to place people with a disability in appropriate jobs wherever possible. If a disabled candidate meets the entry requirements, he/she will be invited to the fitness test and interview without being subject to any further shortlisting criteria. Applicants who have declared disabilities found suitable for appointment may be given an appropriate degree of preference over other applicants whose suitability for appointment is considered comparable to that of the former. The Government policy and other related measures on employment of persons with disabilities are set out in the booklet "Employ People Based on Their Abilities – Application for Government Jobs by Persons with Disabilities". (6) The entry pay, terms of appointment and conditions of service to be offered are subject to the provisions prevailing at the time the offer of appointment is made. (7) Holders of academic qualifications other than those obtained from Hong Kong institutions/Hong Kong Examinations and Assessment Authority may also apply but their qualifications will be subject to assessments on equivalence with the required entry qualifications. They should post copies of their official transcripts and certificates by mail to the enquiry address before the closing date of application (date of postmark will be regarded as the date of submission). Please specify "Application for the Post of Customer Service Officer (Mail Tracing Office)" on the envelope and ensure that sufficient postage is paid.</p>
How to apply:	<p>Application Forms [G.F. 340 (Rev. 7/2023)] are obtainable from any Home Affairs Enquiry Centres of District Offices, Home Affairs Department or any Job Centres of the Employment Services Division, Labour Department. The said form can also be downloaded from the Civil Service Bureau's website (http://www.csb.gov.hk).</p> <p>The new version of application form for Government jobs G.F. 340 (Rev.7/2023) has been in use with effect from 26 July 2023. Candidates should use the new G.F. 340 (Rev. 7/2023). If candidates submit the old version form</p>

G.F. 340 (Rev. 3/2013), they will be required to fill in the new G.F. 340 (Rev. 7/2023) afresh and submit it within seven days upon request. If candidates fail to submit the new G.F. 340 (Rev. 7/2023) within the stipulated deadline, their applications will not be processed further.

Completed application forms should reach the enquiry address on or before the closing date for application a) in person to the drop box provided at G/F, Hongkong Post Building, 8 Wang Kee Street, Kowloon Bay, Kowloon (opening hours: Monday to Saturday – 8:30am to 6:00pm, except Sunday and public holiday); or b) by post. Please state on the envelope "Application for the Post of Customer Service Officer (Mail Tracing Office)". The postmark date on the envelope will be regarded as the date of application. Please ensure that sufficient postage is paid. Applications which are incomplete, unclear, late, with insufficient postage, submitted by fax/e-mail, or not made in the prescribed form will not be processed.

Applicants are encouraged to provide their email address on the application forms. Candidates who are invited for interview will normally receive an invitation (by email or by post) within 4 weeks from the closing date for application. Those who are not invited for the interview may assume that their applications are unsuccessful. The period of notification for interview may be longer in exceptional circumstances, e.g. when a large number of applications are received or when there are other complications.

Contact Address:	Personnel & Appointments Section 2, 7/F, Hongkong Post Building, 8 Wang Kee Street, Kowloon Bay, Kowloon
Enquiry Telephone:	2120 2550
Closing Date(dd/mm/yyyy):	27/11/2024 18:00:00
Web Site of Department:	http://www.hongkongpost.hk
Application via Internet:	Not Applicable
Advertising Date	14/11/2024