

THE HONG KONG POLYTECHNIC UNIVERSITY

SCHOOL OF OPTOMETRY

Post Specification

Customer Service Officer (several posts) (Ref. 19032907-E)

Duties

The appointees will be required to:

- (a) provide customer service in the Optometry Clinic and all satellite clinics of the University;
- (b) liaise with internal and external bodies on services provided by the clinics;
- (c) look after stock keeping and handle orders; and
- (d) perform any other duties as assigned by the Head of School or his delegates.

The appointees will be required to work on shift and/or to work on Saturdays/Sundays/public holidays.

Qualifications

Applicants should have:

- (a) five passes in HKCEE including English Language (at least Grade C if Syllabus A; Level 2 if results are obtained from 2007 onwards), Chinese Language (Level 2 if results are obtained from 2007 onwards) and Mathematics; or a combination of results in five HKDSE subjects of Level 2 in New Senior Secondary subjects / "Attained" in Applied Learning subjects / Grade E in Other Language subjects, and the five subjects must include English Language, Chinese Language and Mathematics; plus at least five years of relevant experience (including at least one year of customer service and administrative support experience) OR a recognised diploma/certificate plus at least one year of customer service and administrative support experience;
- (b) a moderate amount of formal customer service training;
- (c) an excellent command of English and Chinese, with fluency in Putonghua being an advantage;
- (d) sound knowledge of computer applications; and
- (e) good communication and interpersonal skills.

Remuneration and Conditions of Service

A highly competitive remuneration package will be offered. Initial appointments will be on a fixed-term gratuity-bearing contract. Re-engagement thereafter is subject to mutual agreement. Applicants should state their current and expected salary in the application.

29 March 2019