

THE HONG KONG POLYTECHNIC UNIVERSITY

DEPARTMENT OF CHINESE AND BILINGUAL STUDIES

Post Specification

Customer Service Officer (Ref. 21012804-E)

Duties

The appointee will be required to:

- (a) provide customer service in the Speech Therapy Unit;
- (b) liaise with internal and external bodies on services provided by the Speech Therapy Unit;
- (c) manage inventory and handle orders;
- (d) ensure the smooth operation of the Speech Therapy Unit in the delivery of their functions; and
- (e) perform any other duties as assigned by the Head of Department or his/her delegates.

The appointee will be required to work on shift and/or 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;
- (b) experience in customer service and administrative support, with working experience in clinical setting being an advantage;
- (c) a moderate amount of formal customer service training;
- (d) an excellent command of English and Chinese, with fluency in Putonghua;
- (e) sound knowledge of computer applications; and
- (f) good communication and interpersonal skills.

Preference will be given to those with a recognised diploma/certificate.

Remuneration and Conditions of Service

A highly competitive remuneration package will be offered. Initial appointment 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.

28 January 2021