

Department:	Efficiency Office - 1823, Innovation and Technology Bureau
Job Title:	Summer Intern (Customer Service)
Salary:	\$10,500 per month
Entry Requirements:	<p>Candidates should –</p> <ol style="list-style-type: none"> <li>(1) be permanent residents of the Hong Kong Special Administrative Region;</li> <li>(2) be students studying full-time post-secondary programmes and have completed the first or the second year of study, preferably in hospitality management and government and public administration;</li> <li>(3) <b>not</b> be studying in or have just completed their final year of study before the internship period commences;</li> <li>(4) be fluent in both Cantonese and English, and fluent Putonghua is an advantage; and</li> <li>(5) be proficient in PC applications, including Chinese typing skill.</li> </ol> <p>Preference will be given to candidates with working experience in customer service.</p>
Duties:	<p>Summer interns are mainly deployed –</p> <ol style="list-style-type: none"> <li>(1) to handle enquiries and complaints from the public through phone and email, etc.; and</li> <li>(2) to assist in preparing statistical reports.</li> </ol> <p>Interviews will be arranged from mid-May to mid-June 2019.</p>
Terms of Appointment:	<p>Summer interns are engaged under non-civil service appointment. The employment period is about 2 to 3 months from June to August 2019. They are normally required to work 44 hours per week. They are eligible for rest days, statutory holidays, general holidays and sickness days. They are subject to the Mandatory Provident Fund Scheme Ordinance (Cap.485).</p>
General Notes:	<ol style="list-style-type: none"> <li>(a) Candidates must be permanent residents of the Hong Kong Special Administrative Region at the time of appointment unless specified otherwise.</li> <li>(b) 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.</li> <li>(c) 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.</li> <li>(d) The 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.</li> <li>(e) Where a large number of candidates meet the specified entry requirements, the recruiting department may devise shortlisting criteria to select the better qualified candidates for further processing. In these circumstances, only shortlisted candidates will be invited to attend recruitment examination and/or interview.</li> </ol>

	<p>(f) 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 attend the selection interview/written examination without being subject to any further shortlisting criteria.</p> <p>(g) 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 submit copies of their official transcripts and certificates by mail to the below enquiry address.</p> <p>(h) If candidates fail to provide all information requested in the recruitment advertisement, their applications will not be considered.</p> <p>(i) As invitations or notifications may be sent to candidates by e-mails, candidates should provide an accurate e-mail address in their application forms. Candidates are responsible for checking their e-mails to ensure that invitation or notification will be duly received.</p>
How to apply:	<p>(a) Hong Kong students studying in local post-secondary institutions should apply through the Student Affairs Offices/Career Centres of their respective institutions. <b><u>They are advised to note the deadlines set by the respective institutions.</u></b> Direct applications from local students will not be considered.</p> <p>(b) Students studying in non-local institutions should download application forms from the Civil Service Bureau's web site (<a href="http://www.csb.gov.hk/english/admin/appoint/782.html">http://www.csb.gov.hk/english/admin/appoint/782.html</a>). The completed application form and a copy of the reference letter issued by the appropriate authority of their post-secondary institutions certifying their student status in the institution should reach the enquiry address below by post on or before 24 April 2019. Applications not made in the prescribed application forms for the summer internship programme or submitted by fax / e-mail will <b>not</b> be accepted.</p> <p>(c) Please mark "Application for Summer Intern (Customer Service)" on the envelope (The postmark date on the envelope will be regarded as the date of application.). Applications which are late, incomplete or without the required supporting documents will not be considered. Please ensure that sufficient postage is paid. An applicant will bear any consequences arising from not paying sufficient postage.</p> <p>(d) Those who have not received an invitation for interview by 31 May 2019 may assume that their applications are unsuccessful.</p>
Enquiry Address:	Administration & Support Section, 1823, Efficiency Office, 10/F, Tower One, Ever Gain Plaza, 88 Container Port Road, Kwai Chung, Hong Kong.
Enquiry Telephone:	2928 6997
Closing date:	24/04/2019
Application via Internet:	Not applicable
Advertising Date:	04/04/2019

部門:	創新及科技局 效率促進辦公室 – 1823
職位名稱:	暑期實習人員 (客戶服務)
薪酬:	每月 10,500 元
入職條件:	<p>申請人須 -</p> <p>(1) 是香港特別行政區永久性居民；</p> <p>(2) 為已完成專上院校第一年或第二年全日制課程的在學學生，以主修款客戶服務管理或政府及公共行政為佳；</p> <p>(3) 在實習期開始前<u>並非</u>正在修讀或剛完成最後一年課程；</p> <p>(4) 操流利粵語和英語，能操流利普通話更佳；及</p> <p>(5) 熟悉電腦操作，包括中文打字。</p> <p>申請人如具備客戶服務的工作經驗，可獲優先考慮。</p>
職責:	<p>暑期實習人員主要負責 -</p> <p>(1) 通過電話和電郵處理公眾的查詢及投訴，及</p> <p>(2) 協助製作統計報表。</p> <p>面試將於 2019 年 5 月中旬至 6 月中旬舉行。</p>
聘用條款:	<p>獲取錄的實習生將按非公務員聘任條款受聘，僱用期由 2019 年 6 月至 8 月 (為期約兩至三個月)。一般須每周工作 44 小時。受聘者在符合《僱傭條例》規定的適當情況下，可享有休息日、法定假日、公眾假期和病假日。《強制性公積金計劃條例》(第 485 章) 的規定適用於暑期實習人員。</p>
附註:	<p>(a) 除另有指明外，申請人於獲聘時必須已成為香港特別行政區永久性居民。</p> <p>(b) 作為提供平等就業機會的僱主，政府致力消除在就業方面的歧視。所有符合基本入職條件的人士，不論其殘疾、性別、婚姻狀況、懷孕、年齡、家庭崗位、性傾向和種族，均可申請本欄內的職位。</p> <p>(c) 非公務員職位並不是公務員編制內的職位。應徵者如獲聘用，將不會按公務員聘用條款和服務條件聘用。獲聘的應徵者並非公務員，並不會享有獲調派、晉升或轉職至公務員職位的資格。</p> <p>(d) 薪酬、聘用條款及服務條件，應以獲聘時之規定為準。</p> <p>(e) 如果符合訂明入職條件的應徵者人數眾多，招聘部門可以訂立篩選準則，甄選條件較佳的應徵者，以便進一步處理。在此情況下，只有獲篩選的應徵者會獲邀參加招聘考試／面試。</p> <p>(f) 政府的政策，是盡可能安排殘疾人士擔任適合的職位。殘疾人士申請職位，如其符合入職條件，毋須再經篩選，便會獲邀參加面試／筆試。</p> <p>(g) 持有本港以外學府／非香港考試及評核局頒授的學歷人士亦可申請，惟其學歷必須經過評審以確定是否與職位所要求的本地學歷水平相若。有關申請人須郵寄修業成績副本及證書副本到下列查詢地址。</p> <p>(h) 申請人如未能按招聘廣告內列出的人職要求提供所有資料，申請書將不獲受理。</p> <p>(i) 由於邀請信或通知信將以電郵方式寄出，申請人須於申請書上提供正確的電郵地址，並有責任查閱電郵，以確保邀請信或通知信妥為收悉。</p>

申請手續:	<p>(a) 就讀於本地專上院校的學生須經所屬院校的學生事務處／就業輔導中心遞交申請。<b>請留意所屬院校訂出的截止報名日期。</b>本地專上院校的學生如直接向本組遞交申請，其申請將不獲考慮。</p> <p>(b) 在海外專上院校就讀的學生，須在公務員事務局網站 (<a href="http://www.csb.gov.hk/tc_chi/admin/appoint/782.html">http://www.csb.gov.hk/tc_chi/admin/appoint/782.html</a>) 下載申請書，填妥申請表格及提供所屬院校簽發的推薦書，以證明其在該校就讀情況，並在 2019 年 4 月 24 日 (以郵戳為準) 或之前寄交下述查詢地址。申請人若非使用指定的暑期實習計劃申請書 (rev.2/2016)，或以傳真或電郵方式提交申請書，其申請將<b>不獲</b>受理。</p> <p>(c) 信封面請註明「申請暑期實習人員 (客戶服務)」。逾期遞交的申請、申請表資料不全或未附上所需證明文件均不獲考慮。申請人必須支付足夠郵費；否則，申請人須自行承擔因支付不足郵費而引致的任何後果。</p> <p>(d) 2019 年 5 月 31 日後仍未獲邀參加面試者可作落選論。</p>
查詢地址:	香港葵涌貨櫃碼頭路 88 號永得利廣場一期 10 樓效率促進辦公室 1823 行政及支援組
查詢電話:	2928 6997
截止申請日期:	24/04/2019
經互聯網遞交申請:	不適用
發布日期:	04/04/2019