

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"> (1) be permanent residents of the Hong Kong Special Administrative Region; (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; (3) not be studying in or have just completed their final year of study before the internship period commences; (4) be fluent in both Cantonese and English, and fluent Putonghua is an advantage; and (5) be proficient in PC applications, including Chinese typing skill. <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"> (1) to handle enquiries and complaints from the public through phone and email, etc.; and (2) to assist in preparing statistical reports. <p>Interviews will be arranged during May 2022.</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 2022. 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"> (a) Candidates must be permanent residents of the Hong Kong Special Administrative Region at the time of appointment unless specified otherwise. (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. (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. (d) The pay, terms of appointment and conditions of service to be offered are

	<p>subject to the provisions prevailing at the time the offer of appointment is made.</p> <p>(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.</p> <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. 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” which is available for reference on the Civil Service Bureau's website at http://www.csb.gov.hk under “Administration of the Civil Service – Appointments”.</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. <u>They are advised to note the deadlines set by the respective institutions.</u> Direct applications from local students will <u>not</u> be considered.</p> <p>(b) Those who have not received an invitation for interview by 31 May 2022 may assume that their applications are unsuccessful.</p>