



The SPORTS FEDERATION & OLYMPIC COMMITTEE OF HONG KONG, CHINA, is responsible for the promotion of Olympism and sports in Hong Kong. We are now looking for the right candidate to fill up the post of Officer (Complaint Handling) [Ref.: O(CH)] on contract basis, which is renewable subject to the prevailing conditions.

### **Duties**

The O(CH) will report to Assistant Manager (Complaint Handling) and be required to:

- (i) handle public complaints under the guidance of the Assistant Manager (Complaint Handling);
- (ii) refer complaints received from the general public to respective Member Associations for investigation and follow-up;
- (iii) assist the Assistant Manager (Complaint Handling) to investigate complaints;
- (iv) prepare replies to the complainants with the results/findings of Member Associations in a timely and accurate manner;
- (v) assist the Assistant Manager (Complaint Handling) to conduct research and analysis of complaint trends and nature;
- (vi) ensure accurate recording, tracking, filing and monitoring of all complaints;
- (vii) compile returns, report and ensure that all documents or records are properly kept; and
- (viii) perform any other duties as directed by supervisors.

### **Requirements**

Applicants should have:

- (i) a recognized university degree with management / administration;
- (ii) at least two years' experience in administrative and liaison works;
- (iii) working experiences in sports related committee and knowledge in the Hong Kong sports development are of advantage;
- (iv) good knowledge and working experience in common computer applications;
- (v) good command of both written and spoken English and Chinese; and
- (vi) good communication and interpersonal skills.

(Remarks: Applicant who does not fully meet the requirements may be considered as Assistant Officer.)

All short-listed applicants will be invited to attend a written test. Successful candidate will be offered the post at a salary subject to the background and work experience.

### **Remuneration**

Successful candidate will be appointed on contract basis with monthly basic salary plus gratuity equals to 5% of the total basic salary drawn during the period of contract upon satisfactory completion of the contract. Fringe benefits include MPF, medical, paid leave and employee's insurance.

### **Application**

Interested parties should send full resume with current and expected salary to the Hon. Treasurer, Sports Federation & Olympic Committee of Hong Kong, China, 2/F, Olympic House, 1 Stadium Path, So Kon Po, Causeway Bay, Hong Kong on or before **21 October 2024**. Please mark [Ref.: O(CH)] on the application. If you have already applied the post in the past, please do not apply again.

All applications will be treated in the strictest confidence. Personal data provided will be used strictly in accordance with the Personal Data Policies. Applicants who do not hear from us within 4 weeks after the closing date may assume their applications unsuccessful. All information on unsuccessful candidates will be destroyed within 6 months.