

The Construction Industry Council (CIC) was formed on 1 February 2007 under the Construction Industry Council Ordinance (Cap. 587). Our Mission is to strengthen the sustainability of the construction industry in Hong Kong by providing a communication platform, striving for continuous improvement, increasing awareness of health and safety, as well as improving skills development.



The CIC is looking for a highly talented individual to fill the position of:

Assistant Officer – Registration Services

The Construction Industry Council has several vacancies for the above position.

The applicant must possess

- (1) a recognised diploma or above;
- (2) a minimum of 3 years' post-qualification experience in customer services;
- (3) high level of integrity and sense of responsibility;
- (4) proactive and customer-oriented mindset;
- (5) good communication and interpersonal skills;
- (6) at least 25 words per minute in Chinese typing; and
- (7) good command of both written and spoken English and Chinese (including Putonghua).

(Applicants who do not possess the required qualifications and / or experience may be considered for other positions within the organisation.)

Duties include

Report to the Senior Officer / Officer, the incumbent is expected:

- (1) to deliver customer services in relation to the construction workers registration and subcontractors registration as well as other service offerings of the CIC. Locations include the CIC Service Centres in Sheung Wan, Tsing Yi, Nam Cheong and Kowloon Bay as well as construction sites all over Hong Kong;
- (2) to supervise and lead a sub-team to serve customers to their satisfaction and in full

compliance to the CIC service standards;

- (3) to process applications from data entry to quality checking;
- (4) to answer enquiries and complaints tactfully;
- (5) to provide support to events and activities held by the CIC; and
- (6) to carry out any other duties as assigned from time to time by the Executive Director.

Applications

The position is on a renewable fixed-term contract (subject to performance and operational needs) for a period of 2 years.

To cope with the operation needs (opening 7 days a week) of the Service Centre, the incumbents will be required to work on Saturdays, Sundays and Public Holidays on a roster basis with a 5-day working week.

Please send an updated curriculum vitae, the results of English and Chinese Language obtained in public examinations, current and expected salary together with a covering letter stating one's suitability for the job and quoting the job reference number **(17 / AO – RS(WRO) – 114W)** to hrds@cic.hk or by mail to the address below on or before **7 July 2017**. For further details on CIC please refer to website: <http://www.cic.hk>.

Manager – Human Resources
Construction Industry Council
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Kwun Tong, Kowloon