

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 degree;
- (2) a minimum of 1 year's post-qualification experience in customer services;
- (3) high level of integrity and sense of responsibility;
- (4) proactive character and customer-oriented mindset;
- (5) good communication and interpersonal skills;
- (6) proficiency in Cangjie and / or Sucheng input method; 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 Assistant – Registration Services.)

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 and Sundays on a roster basis with a 5-day working week. The opening hours of our Service Centres from 9:00am to 7:00pm.

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 **(18 / AO – RS(WR) – 041W)** to hrds@cic.hk or by mail to the address below on or before **29 March 2018**. For further details on CIC please refer to website: <http://www.cic.hk>.

Manager – Human Resources
Construction Industry Council
38/F, COS Centre
56 Tsun Yip Street
Kwun Tong, Kowloon

All information provided by applicants will be treated in strict confidence and used for consideration in relation to the relevant post within the organisation. All personal data of unsuccessful applicants will be destroyed within two years from the date of the application deadline. Applicants who are not invited for an interview within 8 weeks may consider their application unsuccessful.

此文件關於招聘。如有需要索取此文件的中文版本，請致電2100 9024或以電郵hr@cic.hk聯絡。

