



EQUAL OPPORTUNITIES COMMISSION

The Equal Opportunities Commission (EOC) is a statutory body charged with the mandate to eliminate discrimination on the grounds of sex, marital status, pregnancy, breastfeeding, disability, family status and race, as well as to eliminate sexual harassment, and harassment and vilification on the grounds of disability and race. The EOC promotes equality of opportunities between men and women, between persons with and without a disability, persons of different races and irrespective of family status. It is the EOC's vision to create a pluralistic and inclusive society free of discrimination where there is no barrier to equal opportunities. The following position is available in the **Complaint Services Division** of the Equal Opportunities Commission (EOC). Applications are invited from qualified candidates:

Assistant Enquiry Services Officer

(Monthly salary of HK\$27,145 to HK\$33,350, 3-year fixed-term contract, further employment is subject to review on service needs and performance)

The Role

- Providing frontline enquiry services to the public, including answering incoming calls and receiving walk-in enquirers
- Providing replies and advice to written enquiries
- Assisting in carrying out investigations into discrimination complaints of less complex nature
- Maintaining, compiling and analyzing statistics on complaints and enquiries
- Carrying out general administration work regarding the opening, maintenance and disposal of files
- Undertaking any other duties as assigned

The Person

- University graduate or equivalent with some relevant working experience
- Legal qualification or knowledge an advantage
- Good command of both Chinese and English
- Flexible and adaptive to changes
- Ability to think analytically, creatively and laterally
- Team player with good interpersonal skills
- Computer literacy in software applications
- Awareness of equal opportunities (including concepts and legislation) and its importance in the development of social culture
- Motivated and committed to EOC's vision, mission and values

[Appointment will be on three-year agreement terms renewable depending on service needs and performance. The remuneration package will consist of a basic salary and a cash allowance in accordance with the Commission's policy. The appointee will also be eligible for a gratuity on completion of the agreement subject to satisfactory performance and conduct.]

To Apply

Applications (including CV), **marked confidential and specifying the post applied for**, should be sent to the Director (Corporate Planning & Services), Equal Opportunities Commission, **16/F, 41 Heung Yip Road, Wong Chuk Hang, Hong Kong on or before 16 April 2021**. Candidates shortlisted for further consideration will normally be contacted in around 6 weeks from the closing date of application. The information provided will be treated in strict confidence and will be used for employment purpose only. Information of unsuccessful candidates will normally be destroyed 2 years after the recruitment exercise is completed. For more information on the Commission, please visit our website at <http://www.eoc.org.hk>.

WE ARE AN EQUAL OPPORTUNITIES EMPLOYER