

## Customer Services Officer

### Responsibilities:

- Deliver quality service on complaints handling
- Conduct complaint investigations and prepare of necessary reports
- Provide administrative support to the Customer Services Team

### Requirements:

- Form 6 or above desired
- 1-2 years' hand-on experience in customer service or complaints handling, but fresh graduate will also consider
- Pleasant and patient to handle complaints
- Excellent telephone manner and verbal communication skills
- Good command of written and spoken English and Chinese; knowledge in Mandarin will be an advantage
- Good knowledge in Ms Office including Word, Excel, PowerPoint and Chinese word-processing

Candidates with less experience will also be considered as Assistant Customer Services Officer.

### Application Methods:

- Email: [hr@ricacorp.com](mailto:hr@ricacorp.com)
- Fax No.: 2891 1737
- Mail: B/F, Centre Point, 181-185 Gloucester Road, Wanchai, Hong Kong