



<http://www.hongchi.org.hk>

Hong Chi Association was founded in 1965 and is one of the largest non-profit organizations dedicated solely to serving people with intellectual disabilities in Hong Kong. For further information about the Association, please visit its website at www.hongchi.org.hk

Services Quality Manager(s)

(Ref.: SQM(SMO)/15/11/24/W)

Responsibilities:

- Manage and oversee the service quality and assurance system for various stakeholders of services;
- Conduct audits to ensure compliance with service quality standards and develop strategies for service quality improvement;
- Develop and implement crisis management protocols for quality-related issues;
- Handle complaints and feedback received and lead the responses to the complainants;
- Provide coaching and training for staff related to the quality of services;
- Gather, analyze, and prepare reports on customer satisfaction and make recommendations to senior management;

Requirements:

- Degree holder of Social Work or related disciplines
- Experience in working with people with intellectual disabilities is preferred
- Fluency in written English and Chinese and spoken Cantonese
- Proficiency in computer application and Chinese word processing
- Work location : Tai Po

Interested parties please send full resume and expected salary with mark "Confidential & Ref. No." to : **Human Resources Office, Hong Chi Association, Pinehill Village, Chung Nga Road, Nam Hang, Tai Po** or by email to hr_hra@hongchi.org.hk

****Prospective employees are requested to undergo Sexual Conviction Record Check on voluntary basis****

(All data collected will be used for recruitment purposes only.)