

Vacancy

CLPe Solutions Limited

CLPe Commerce Department

Loyalty Programme Branch

Programme Development and Digital Experience Officer (2-Year Contract)

[Ref. CLPeS-eCOMM-PD&DEO]

Founded in 1901 as China Light and Power Company Limited in Hong Kong, CLP Group has grown from a Hong Kong-based power utility into a leading investor and operator in the Asia Pacific Region's electricity market. Its portfolio comprises over 60 generation assets of gas, coal, nuclear and renewable energy, distribution and transmission assets and retail operations. The CLP Group is owned by CLP Holdings, a company listed on the Stock Exchange of Hong Kong.

CLPe Solutions Limited (formerly CLP Engineering Limited), incorporated in Hong Kong in 1985, is a wholly-owned subsidiary of CLP Holdings Limited with extensive experience in providing total energy solution. The company undertakes a variety of services including energy management solutions, distributed energy as well as power engineering, infrastructure and facilities management.

We are looking for a high caliber professional to join our CLPe Commerce Department as a Programme Development and Digital Experience Officer. Key responsibilities include:

- Provide support in daily operation including the development of loyalty programme features and excellent customer journey in using the loyalty programme
- Co-ordinate and execute the development of programme features and ensure the end to end process is well designed
- Manage daily operations of loyalty programme including redemption and membership management
- Optimize customer journey design through data analysis to ensure excellent customer experience in using our loyalty programme
- Create and update documentation for standard operating procedures
- Collect market information and report regularly
- Perform other ad-hoc duties as assigned

Requirements:

- Higher Diploma in Business Management, Marketing or relevant disciplines
- At least 3 years relevant experience in loyalty programme, CRM and customer service. Experience in retail sales, home appliances, consumer electronic, health and wellness products, etc preferred
- Passionate, creative and organised team player with a strong market-centric mindset and data driven capabilities
- Strong negotiation, presentation and interpersonal skills
- Good command in written and spoken English and Chinese
- Computer literacy in SAP, Web Analytic, eCommerce platform and Microsoft Office
- Candidates with less experience will be considered for lower position

Please apply by sending email to clpehr@clp.com.hk giving a detailed C.V., including academic qualification, career history, current and expected salary, major achievements and personal attributes on or before **14 May 2021**.

Applicants not invited for interview within 6 weeks from the closing date may assume their applications unsuccessful.

Information provided will be for recruitment purpose within the CLP Group and only short-listed candidates will be contacted. We comply with all applicable laws and regulations of HKSAR in handling applications. For details of the Personal Information Collection Statement, please visit our website:

<https://clp.to/engPICS>

For further information on our company, please visit our website:

<https://www.clpgroup.com/>

Information Classification: PROPRIETARY

(本項職位空缺只備英文版本)

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