

Vacancy

CLPe Solutions Limited

CLPe Commerce

Retail and Customer Services Branch

Senior Manager – Retail and Customer Services

[Ref. CLPeS-CLPeC-R&CS-SM]

CLP was founded in Hong Kong in 1901, at a time when electricity was still a novelty worldwide. Today we power millions of homes and businesses across the Asia Pacific regions. In Hong Kong, we operate a vertically-integrated electricity supply business providing a highly-reliable supply of electricity to 80% of the city's population. Outside Hong Kong, we invest in the energy sector in Mainland China, India, Southeast Asia, Taiwan and Australia. Our business includes power generation, transmission and distribution, and electricity and gas retail activities. Our goal is to meet Asia-Pacific's energy challenge in a sustainable manner from one generation to the next.

CLP is an Equal Opportunity Employer and is committed to providing a working environment free from discrimination or harassment. All applicants will be considered for employment on an equal basis regardless of gender, physical or mental state, race, nationality, religion, age, family status or sexual orientation.

CLP is also a certified Fair Wage Employer in recognition of the Company's exemplary wage policies and practices.

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 Senior Manager – Retail and Customer Services. Key responsibilities include:

- Lead the branch to achieve offline revenue and gross margin targets in home product, service and Domeo point
- Lead CLPeC staff and promoters to provide excellent customer services in CLP stores and other outreach activities
- Manage redemption centres for home product and coupon redemption with an aim to achieve superb customer services and profitability
- Manage logistics partners for order fulfilment in online and offline sales and redemption
- Lead customer services and sales hotlines to maintain customer satisfaction and increase sales volume
- Collaborate with Sourcing & Sales, Digital Experience & Data and Marketing & Communications branches to orchestrate sales campaign in O2O channels
- Collaborate with CLP Power teams to promote EE&C, digital adoption and other customer engagement initiatives
- Innovate new initiatives and processes to improve effectiveness and efficiency of the Retail and Customer Services activities

Requirements:

- A recognized university degree in Marketing / Business and Management or other relevant discipline
- Minimum 10 years' experience of retail shop sales and operation, customer services, marketing and sales of home products and services would be an advantage, e.g. electrical appliances, consumer electronics, cooking appliances, health & wellness products etc
- Familiar with customer service hotline and customer service centre management
- Experience in eCommerce system operation and use of eCommerce system to grow business will be added advantage
- Familiar with safety & quality standards for product categories in electrical appliances
- 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, Cantonese and Mandarin
- Computer literacy in SAP, Google Analytic, eCommerce platform and Microsoft Office would be an advantage
- 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 **19 August 2022**.

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/>



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