

# Vacancy

**CLP Power Hong Kong Limited**  
**Customer & Business Development**  
**Residential Customer Experience**  
**Customer Service Delivery & Digitalization**  
**Customer Service Centres**  
**Senior Customer Relations Officer (2-Year Contract)**  
**[Ref. CLPP-CBD-RCE-CSC-SCRO]**

*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.*

Applications are now invited to fill the following vacancy in the Residential Customer Experience Department of our Customer & Business Development Business Group (CBD). Reporting to Customer Service Centres Manager, the candidate is required to carry out major duties as follows:

- Drive team members to deliver excellent service to ensure high levels of customer satisfaction
- Listen to customer and staff's feedback in order to enhance customer journey at the Customer Service Centres
- Promote energy efficient and value-added products & services
- Handle escalated customer enquiries from the Customer Service Centres
- Oversee team members' performance and conduct coaching timely
- Review operating process to enhance customer experience through work simplification, streamlining and automation of workflow
- Coordinate customer engagement events to be held at the Customer Service Centres
- Undertake administrative and other duties such as scheduling & training to support services
- Provide safe and healthy environment to stakeholders
- Perform ad-hoc duties assigned by supervisor when required

## Requirements:

- A recognized degree or tertiary graduate in business or related discipline(s) with at least 3 years' customer service experience; or secondary school graduate with a minimum of 8 years' customer service or contact centre experience
- Service-oriented, good stress management, strong passion to uplifting service standard
- Good interpersonal and presentation skills, and able to work independently
- Good team player and high adaptability to changes
- Proficiency in spoken Cantonese, English and Putonghua
- Willing to work under roster

Please apply by sending email to [hrcd@clp.com.hk](mailto:hrcd@clp.com.hk) giving a detailed C.V., including career history, major achievements and personal attributes on or before **26 January 2021**.

***Important: To facilitate our easy tracking please use a unique file name for all attachments and your email subject box in this format: RCE\_CSC\_SCRO\_Last Name\_First Name\_Other Names (if applicable)***

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: <http://clp.to/engPICS>.

For further information on our company, please visit our website: <https://www.clpgroup.com/>

**Date Exhibited: 19.01.2021**  
**Date Withdrawn: 26.01.2021**

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