

Vacancy

CLP Power Hong Kong Limited

Customer & Business Development

Residential Customer Experience

Residential Market Development Support Manager (2-Year Contract)

[Ref.: CLPP-CBD-RCE-RMDSM]

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 invited for the above post in the Residential Market Development Team of Residential Customer Experience Department. Reporting to the Residential Market Development Manager, the appointee will be responsible to:

Major Duties:

- Drive and develop new value-added services and initiatives to drive customer satisfaction for different smart meter residential customers segments through conducting benchmarking, analysis on industry eco-system, technological and energy trend, customer survey and energy consumption data etc.
- Identify opportunities and turn the customer insight into actionable deliverables in new initiatives development to address needs and uplift customer satisfaction for smart meters customers
- Collaborate with both internal and external counterparts to drive and roll out innovative smart living initiatives related to smart meters. Work with IT teams and vendors to implement development of digital services at various stages including user requirements, development, UAT plan and nursing
- Design and execute scalable and sustainable engagement for smart meter customers to enhance their awareness, adoption of new initiatives and achieve designated energy saving targets.
- Lead a team to design and execute outreach programs to promote smart meter services to achieve designated KPI in a cost-effective way
- Lead a team to provide support on customer enquiries on smart meter and related promotion and handle customer complaints after liaison with internal parties
- Assist in budget planning and monitoring
- Coach and develop team members on day-to-day operation

Requirements:

- Degree holder, preferably in Marketing, Business, Information Technology or Engineering related discipline with minimum 5 years' experience in service marketing or new services development.
- With experience or backgrounds in handling digital solution projects will be a definite advantage.
- Have sense in smart technology especially for smart home application.
- Good command of spoken and written Chinese and English.
- Customer-centric, strong commercial mind and presentation skills.
- A good team player with can-do attitude, organised, flexible, self-driven, adaptable to changes and willing to meet challenges.

Please apply by sending email to hrcd@clp.com.hk giving a detailed C.V., including career history, major achievements and personal attributes on or before **2 February 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-RMDSM_LastName_FirstName_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/>

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