

Vacancy

CLP Power Hong Kong Limited
Customer & Business Development
Customer Experience Support
Billing & Credit Control
Billing Officer (2-Year Contract)
[Ref.: CBD-CES-B&CC-BO]

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.

Applicants are now invited to fill the following vacancy in the Customer Experience Support Department of Customer & Business Development (CBD). Reporting to Billing Manager, the candidate is required to carry out major duties as follows:

Major duties:

- Support team leaders to provide timely and accurate billing and invoicing arrangement of all electricity accounts and provide bill adjustments if necessary
- Support to resolve customers' billing and payment enquiries in an efficient and effective manner to enhance customer satisfaction
- Suggest improvements on internal systems, work processes and procedures on operations to enhance productivity and customer services
- Liaise and co-operate with internal parties from different departments as well as external customers, in order to ensure effective delivery of services and achieve continuous improvement
- Support various projects & operations assigned by management

Requirements:

- Diploma or Degree holder in business administration, accounting or related discipline
- At least 3 years' relevant working experience, and billing experience is a plus
- Able to deal with internal and external customers' enquiries / complaints in a sensible and professional manner
- A team player with strong communication and interpersonal skill
- Highly customer-oriented, self-motivated and committed
- Able to communicate well in English, Chinese and preferably in Putonghua
- Good computer knowledge in Microsoft Excel, Word (English & Chinese) and PowerPoint
- Possession of SAP experience is an advantage

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 March 2021**.

Important: To facilitate our easy tracking please use a unique file name for all attachments and your email subject box in this format: CES_BO_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/>

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