

Vacancy

CLP Power Hong Kong Limited
Customer & Business Development
Residential Customer Experience
Customer Service Delivery & Digitalization
Customer Service Centres
Customer Relations Officer (2-Year Contract)
[Ref.: CLPP_CBD_RCE_CSC_CRO]

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 the Customer & Business Development (CBD) Business Group. Reporting to Customer Relations Manager, this candidate is required to carry out major duties as follows:

Major duties:

- Provide responsive, efficient, caring and cost-effective customer services in relation to electricity supply applications, requests and enquiries
- Follow up closely with customers to ensure timely response and delivery of services
- Proactively provide cross-sells and up-sells services / products to customers
- Proactively promote Energy Efficiency & Conservation (EE&C) to customers in Customer Service Centres or designated locations
- Perform general centre operations, inventory management and other administrative duties whenever required

Requirements:

- Secondary school graduates with 5 subjects passed in HKCEE/ HKDSE including English (Syllabus B) and Chinese with a minimum of 2 years working experience in customer service OR Diploma / High Diploma / Associated degree / Degree holder in business or related discipline(s)
- Team player and high adaptability to changes
- Good interpersonal and presentation skills, passionate and able to work independently
- Proficiency in spoken Cantonese, English and Putonghua
- Willing to rotate to different teams to broaden job competencies
- Willing to work under roster

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 **5 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: RCE_CSC_CRO_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: <https://clp.to/engPICS>

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

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