

Vacancy

CLP Power Hong Kong Limited
Customer & Business Development
Residential Customer Experience
Customer Service & Loyalty Programme
Integrated Hotline Services
CS Hotline Operations – EM Hotline
Customer Relations Officer (2-Year Contract)
[Ref.: CLPP_CBD_RCE_CSHO_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 7 x 24 hotline services to customers
- Proactively provide cross-sells or up-sells services or products to customers
- Follow up closely with customers to ensure timely services delivery of services and response
- Participate in reviewing operating procedures and provide input on maximizing efficiency through work simplification, streamlining and automation of workflow
- Handle administrative and other duties whenever required
- Shift duty is a must

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)
- Proficiency in spoken Cantonese, English and Putonghua
- Willing to rotate to different business units to broaden job competencies
- Good interpersonal and presentation skills, and able to work independently
- Ability or experience in mastering the on-screen control panel while communicating with customers
- Perform rotating duties (three shifts)
- Required to work overtime outside the normal working hours if requested by the Company

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 **8 May 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_CSHO_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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