

Vacancy

CLP Power Hong Kong Limited
Customer & Business Development
Corporate Customer Experience
Account Manager (2-Year Contract)
[Ref.: CLPP_CBD_CCE_AM]

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 of Corporate Customer Experience Department under Customer & Business Development Business Group. Reporting to the branch head, the appointee will be responsible for the following:

Major Duties:

- Identify customers' needs and adjust sales strategies dynamically to generate additional sales through fuel switching and retained sales projects
- Analyse and evaluate customer energy needs, requests and consumption characteristics to develop innovative solutions and take appropriate actions to fulfil those needs, including energy saving, and applications of smart appliances and devices
- Develop and maintain good engagement network with customers and build competitive advantage for the Company to sustain long-term 'win-win' relationship with customers
- Act as an interface between customers and the Company to provide high quality of customer-centric services and coordinate with various parties to provide professional support
- Co-work with multi-functional task forces of managers, engineers and planners to share common values and resources and to satisfy all customer account objectives
- Coordinate with relevant internal stakeholders to provide timely technical consultancy support and energy management advice to customers
- Assist in organising events, seminars and meetings for customers

Requirements:

- A recognised university degree in Engineering or a related discipline, with a minimum 7 years' working experience
- Good analytical skills to analyse consumption characteristics of customers and identify the key drivers of sales or other business opportunities
- Strong presentation skills including ability to put together persuasive sales presentation
- Excellent selling and negotiation skills to promote sales and establish business relationship
- Good team player, with business acumen and critical thinking
- Strong project management and problem-solving skills
- Excellent command in written and spoken English and Chinese
- Candidates with less experience will be considered as Account Management Specialist

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 **14 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: CCE_AM_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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