

# Vacancy

**CLP Power Hong Kong Limited**  
**Customer & Business Development**  
**Residential Customer Experience**  
**Customer Service & Loyalty Programme**  
**Integrated Hotline Services**  
**CS Hotline Operations – CS Hotline**  
**Senior Customer Relations Officer (2-Year Contract)**  
**[Ref.: CLPP\_CBD\_RCE\_CSHO\_SCRO]**

*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.*

We are looking for a high caliber individual to join our Residential Customer Experience Department in the Customer & Business Development (CBD) Business Group. Reporting to Customer Relations Manager, the candidate is required to carry out major duties as follows:

- Supervise a team of Customer Relations Officers to provide responsive, efficient, caring and cost effective 7 x 24 services to customers through service or dedicated premium hotlines
- Drive and maintain customer service quality and operation efficiency to meet the Customer Service Planning & Delivery standards and performance pledges
- Maintain good relationship with external customers on service delivery
- Handle complicated / escalated customer complaints / cases by applying established procedures, exercising judgment and conducting necessary consultation with appropriate internal parties
- Assist in composing, reviewing & executing various Customer Service Planning & Delivery Contingency Plans
- Participate in special projects and events

## Requirements:

- A recognized degree / associated degree / high diploma in business or related discipline(s) with a minimum of 3 years' customer service experience; or secondary school graduate with 8 years' or above customer service or contact center experience
- Ability or proficiency in operating on-screen control panel while communicating with customers
- Experience in handling digital communication channels is preferable, such as email, social media and online chat
- Proficiency in spoken English, Cantonese and Putonghua
- Good interpersonal skills, able to work independently and work under pressure
- Passion to uplift service standard, a good team player and adaptability to changes
- Rotating shift duty is a must

Please apply by sending email to [hrcd@clp.com.hk](mailto:hrcd@clp.com.hk) giving a detailed C.V., including academic qualifications, career history, major achievements and personal attributes on or before **30 July 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\_SCRO\_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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*Energy for Brighter Tomorrows*