

Vacancy

CLP Power Hong Kong Limited
Customer & Business Development
Customer Experience Support
Customer Solutions
Assistant Customer Solutions Manager (11-Month Contract)
[Ref. CLPP-CBD-CES-CS-ACSM]

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.

CLP is an Equal Opportunity Employer and is committed to providing a working environment free from discrimination or harassment. All applicants will be considered for employment on an equal basis regardless of gender, physical or mental state, race, nationality, religion, age, family status or sexual orientation.

CLP is also a certified Fair Wage Employer in recognition of the Company's exemplary wage policies and practices.

We are looking for a high caliber, dynamic and customer-oriented candidate to join the Customer Solutions Branch of Customer Experience Support Department. The appointee will be part of the team to drive improvements in customer experience by influencing what we do and how we do it, taking a customer-centric approach.

- Conduct process identification and prioritization with business users to identify suitable process for process improvement with Robotic Process Automation (RPA) tools including Blue Prism and Microsoft O365 Power Platform
- Conduct business process analysis, collate process maps from stakeholders and develop the as-is process flow with business users
- Use data analytics to provide process improvement insights to solve business problems and improve process efficiency
- Propose to-be future business process with end-to-end automation perspective
- Oversee and manage the development and implementation progress of RPA projects
- Prepare process documents, testing plan, training material and operation manual to users
- Monitor automation performance and resolve operational issues with business users, IT and suppliers
- Report the progress of process automation including operational statistics, investment and benefits
- Keep abreast of the market trend in process automation and availability of suitable business process management tools and automation solutions

Requirements:

- University degree or equivalent in business management, operations management, process analysis or related discipline
- 5-8 years in business process analysis and improvement in customer services and related business operations
- Strong analytical, data analysis and problem-solving skills, able to identify and structure issues, analyse and make recommendations
- Excellent people and project management skills, with the ability to design, propose and initiate changes to meet emerging business challenges and opportunities
- Experience in participating in process automation projects, preferably with RPA tools include Blue Prism and/or Microsoft O365 Power Platform
- Proficiency in spoken Cantonese/written Chinese and English
- Candidate with less years of experience will be considered for Customer Solutions Analyst

Please apply by sending email to hrcd@clp.com.hk giving a detailed C.V., including academic qualifications, career history, major achievements and personal attributes on or before **20 October 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_CS_ACSM_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/>



Date Exhibited: 12.10.2021

Date Withdrawn: 20.10.2021

Information Classification: PROPRIETARY

(本項職位空缺只備英文版本)

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