

# 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.*

*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.*

Applications are now invited to fill the following vacancy in the Residential Customer Experience Department of our Customer & Business Development Business Group (CBD). Reporting to the Customer Relations Manager, the candidate is required to carry out major duties as follows:

## **Major duties:**

- Support to develop a data collection mechanism for all customer service channels such as website, mobile apps, self-service, email, phone, and social media etc.
- Analyse customer service data to identify and recommend areas for managing customer service demand and process improvement within Call Centre or cross-teams
- Analyse and summarize quantitative and qualitative customer service insights to define trends and identify opportunities for contact deflection
- Present findings with analysis and metrics, and provide recommendations to stakeholders

## **Requirements:**

- A recognized degree / associated degree / high diploma in business or related discipline(s) with at least 2 years' data analytic experience; or A minimum of 6 years working experience in

customer service or data analytic for secondary school graduate with 5 subjects passed in HKCEE including English (Syllabus B) and Chinese, or in HKDSE including English and Chinese

- Demonstrate excellent analytical, problem solving skills and sense of creativity
- Good interpersonal and presentation skills, and able to work independently
- Proficiency in written and spoken Cantonese, English and Putonghua
- Willing to rotate to different team/ business units to broaden job competencies or exposure

Please apply by sending email to [hrcd@clp.com.hk](mailto:hrcd@clp.com.hk) giving a detailed C.V., including career history, major achievements and personal attributes on or before **28 January 2022**.

***Important: To facilitate our easy tracking please use a unique file name for all attachments and your email subject box in this format: RCE\_EM\_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/>



**Date Exhibited: 21.01.2022**

**Date Withdrawn: 28.01.2022**

Information Classification: PROPRIETARY

(本項職位空缺只備英文版本)



*Energy for Brighter Tomorrows*