

# Vacancy

**CLP Power Hong Kong Limited**  
**Customer Success & Experience Business Group**  
**Customer Experience Department**  
**Customer Services & Support Branch**  
**Customer Service Centres Section**  
**Customer Relations Officer (2-Year Contract)**  
**[Ref. CLPP-CSE-CE-CSC-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 Customer Experience Department of our Customer Success & Experience Business Group (CSE). Reporting to Assistant Manager - Customer Service Centres, the candidate is required to carry out major duties as follows:

- Provide responsive, efficient, caring, and cost-effective customer services in relation to electricity supply applications, requests, and enquiries
- Follow up closely with customers to ensure timely response and delivery of services
- Proactively provide cross-sells and up-sells digital services / products to customers
- Proactively promote Energy Efficiency & Conservation (EE&C) to customers in Customer Service Centres or designated locations
- Perform general centre operations, inventory management and other administrative duties whenever required

## **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)
- Team player and high adaptability to changes
- Good interpersonal and presentation skills, passionate and able to work independently

- Proficiency in spoken Cantonese, English, and Putonghua
- Willing to rotate to different teams to broaden job competencies
- Willing to work under roster

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 **19 August 2022**.

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