

Vacancy

CLP Power Hong Kong Limited

Corporate Success & Development Business Group

Customer Success & Sales Department

Business Sales Branch

Catering & SME Sales Section

Senior Account Management Specialist (2-Year Contract)

[Ref.: CLPP_CSE_CSS_BS_CSMES_SAMS]

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 invited for the above post in the Catering & SME Accounts team of Business Sales branch. The appointee will have the following key responsibilities:

Major Duties:

- Build sustainable customer relationships and explore business opportunities proactively
- Provide service support, technical advice and energy management solution to customers by motivating & managing in-house and external resources when necessary; ensure all services are performed on a timely basis & completed in a one-stop-shop professional manner to boost customer satisfaction
- Develop new business opportunities with selected customers, through proactive account management and effective use of questioning, analysis and negotiation/selling techniques, to meet agreed targets
- Understand key customer needs & drivers and establish key customer points of contact to enable future sales promotion and relationship management
- Establish realistic expectations with customers and manage enquiries effectively and professionally
- Analyse consumption characteristics of customers, identify the key drivers of sales, explore new business opportunities and formulate corresponding sales activities to maximize profitability and achieve sales target
- Communicate CLP's position on issues concerning the environment, tariff, community, etc. and seek customer and other stakeholder's endorsement of these activities
- Assist in organizing events, seminars and meetings for customers
- Strive for continuous learning & improvement in technical skills and in the exercise of

commercial judgment; coordinate with other team members and support the management of the overall segment support to be able to take on the more demanding accounts within the overall portfolio

Requirements:

- A recognized university degree in Building Services Engineering, Electrical Engineering, Mechanical Engineering, Business Administration or a related discipline with a minimum 3 years' relevant working experience. Candidates with technical background will have advantage
- Able to communicate effectively & professionally to connect with a wide range of internal and external stakeholders, including senior management of the customer's business
- Self-motivated with effective listening and questioning skills to probe customer information to qualify and develop sales opportunities. Strong sales & negotiation skills to promote further sales or establish strong business partnerships
- Strong teamwork, analytical skills, resources prioritization and project management skills
- Understanding of CLP Power's operations, tariffs and Supply Rules is a definite advantage

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 **27 May 2022**.

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