

## For Internal & External Applications

### Vacancy

**CLP Power Hong Kong Limited**

**Customer Success & Experience Business Group**

**Marketing & Communications Department**

**Green Studio & Smart Hub Branch**

**Omni Channel Communication Associate (Permanent/2-Year Contract) (Grade: S3)**

**[Ref. CLPP-CSE-MC-GSSH-OCOA]**

Applications are invited for the above post in the Green Studio & Smart Hub team in the Marketing & Communications Department under the Customer Success & Experience (CSE) Business Group. The appointee will have the following key responsibilities:

#### **Major Duties:**

- Assist in planning and organising different customer engagement and outreach activities targeting students and the general public to promote energy efficiency & conservation (EE&C) and other CLP products and services
- Support in leading a team of outreach ambassadors via the education vehicles or events to deliver messages to stakeholders in an interactive and engaging way
- Handle all logistics associated with the operation of the education vehicles or events, administration, enquiries and customer communications
- Closely monitor and analyse the performance and result to achieve KPIs
- Provide support to development and implementation of integrated communication campaigns, including above the line, below the line and digital marketing
- Review the overall design and display of the CLP Customer Service Centres to ensure the harmony and standardisation
- Support various initiatives and promotions through retail display at CLP Customer Service Centres
- Assist in CLP Customer Service Centres Renovation Project to uplift store image to tie in with the new CLP brand character
- Cooperate with various parties to maintain the content update and daily operation of CLP Smart Hub
- Coordinate and formulate the team budget
- Provide various supports for departmental duties

#### **Requirements:**

- A recognised university degree in Communications, Marketing, Business Administration or related disciplines
- At least 3 years' relevant working experience in event management, advertising, digital marketing, customer services or communications. Experience in hospitality / servicing / education industry is a definite advantage
- Good presentation and excellent command of spoken and written Chinese and English, including fluency in Putonghua
- Pleasant, proactive, independent, and a good team player is a must; with a passion to interact with people from different segments
- Good computer knowledge and is abreast of the latest digital technologies and marketing trends

- Knowledge of Adobe Photoshop, Illustrator and other multi-media experience will be an advantage

Please apply by sending email to [hrcd@clp.com.hk](mailto:hrcd@clp.com.hk) giving a detailed C.V., including academic qualification, career history, current and expected salary, major achievements, and personal attributes on or before **31 May 2022**. If selected candidate is currently on short-term contract basis, he/she will be offered appointment on 24-month contract.

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