

Vacancy

CLP Power Hong Kong Limited
Customer Success & Experience Business Group
Customer Operations Department
Billing and Collections Branch
Senior Billing and Credit Management Support Analyst (2-Year Contract)
[Ref. CLPP-CSE-CO-B&C-SB&CMSA]

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 an energetic, innovative & highly motivated professional to join the Billing & Collections Branch of the Customer Operations Department in the Customer Success & Experience (CSE) Business Group. Reporting to Manager - Credit & Revenue Collection, the candidate is required to carry out major duties as follows:

Major Duties:

- Ensure responsive, prompt, efficient and effective support to enquiries raised by different customer service channels
- Handle correspondence to ensure prompt response to customer requests, enquiries and complaints.
- Perform operation activities contributing to Credit & Revenue Collection performance such as deposit, payment, refunds, aging, debt collections, negotiation with customer and bad debt monitoring
- Reconcile and update general ledger posting, clearing on various payment collections, deposit and refund, write-in/off and bank charges
- Provide recommendation through analytic review on improving account receivables status so as to reduce credit risk exposure
- Liaise and co-operate with relevant parties within the Company and external customers to achieve continuous improvement in service excellence

Requirements:

- Diploma or degree holder in business administration, accounting or related discipline is desirable.
- At least 3 years relevant working experience

- Able to deal with internal and external customers' enquiries / complaints in a sensible and professional manner
- Able to communicate well in English, Chinese and preferably Putonghua
- Good computer knowledge in Microsoft Excel, Word and PowerPoint
- Possession of SAP experience is preferable
- A team player with strong communication and interpersonal skill, customer-oriented, self-motivated, committed and able to work independently
- Candidate with less experience may be considered as Customer Support Assistant

Please apply by sending email to 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 **4 June 2022**.

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