

# Vacancy

**CLP Power Hong Kong Limited**

**Customer Success & Experience Business Group**

**Customer Success & Sales Department**

**Residential Sales Branch**

**Residential Market Development Associate (2-Year Contract)**

**[Ref.: CLPP-CSE-CSS-RMDA]**

*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.*

From 2018 till 2025, CLP will install smart meters for all its customers. The rise of smart meters will reshape customer services in all aspects such as billing, network outage alert, hourly and daily consumption data etc. It also gives rise to various business potentials and innovation to be unlocked and materialized.

We are looking for a high caliber individual to join our smart meter team in Customer Success and Sales Department in the Customer Success & Experience (CSE) Business Group. The right candidate is required to carry out major duties as follows:

## **Major Duties:**

- Assist to propose and execute customer engagement campaigns to enhance customers awareness of smart meter benefits, drive their adoption of smart gadgets and smart meter related services to help them manage energy usage smartly.
- Help facilitating new service or initiatives development for smart meter customers by deriving customer insight through data analysis, benchmarking study, and research of smart solutions or technology addressing customer pain points or unmet needs.
- Provide all-round support to demand response promotion including customers communications and engagement, system testing, survey design and feedback collection, results analysis, and continuous improvement.
- Provide support to co-ordinate with internal and external parties to make things happen in timely and efficient way.
- Perform any other duties as assigned by supervisor as required.

## Requirements:

- A recognized university degree in business management, engineering, marketing, or related disciplines, with a minimum 2 years of relevant working experience. Fresh graduate will be considered for junior position if high potential is demonstrated.
- Self-motivated, agile, organised, a good team player with can-do attitude, good communication skills, able to work under tight schedule and willing to meet new challenges.
- Proficient in both written and spoken English and Chinese.
- Good knowledge of using Excel and PowerPoint to run and present analysis & report. Knowledge of Power Bi is 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 **2 July 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\_RMDA\_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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