

Vacancy

CLP Power Hong Kong Limited
Customer Success and Experience Business Group
Customer Operations Department
Operation Solutions Branch
Operation Processes Section
Senior Customer Solutions Analyst (2-Year Contract)
[Ref. CSE-CO-OS-OP-SCSA]

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 a high caliber, dynamic and customer-oriented candidate to join the Customer Operations Department of our Customer Success and Experience Business Group (CSE). The appointee will be part of the team to support process improvement in business group and implementation of Robotic Process Automation (RPA) with automation tools such as Blue Prism, MS Power Automate and Power Apps, etc.

Major duties:

- Support the implementation of business improvement initiatives, including functional alignment of business goals and effective implementation of new initiatives
- Work with business users and process owners across functions, understand the business process and identify the opportunity to improve business processes
- Responsible for design, development, testing, implementation of RPA and various automation tools (including Blue Prism, Power Automate, Power Apps)
- Develop, configure RPA programs, scripts and objects that are in-line with industry best practices
- Provide on-going operational support including system upgrades, bot monitoring, troubleshooting and process change requests

Requirements:

- A recognized university degree in Computer Science/ Information System/ Business or a related discipline, with at least 3 years' relevant working experience
- RPA certification with hands on experience in Blue Prism and/or UiPath and/or Microsoft Power Platform is highly preferred
- Experience with process analysis, design, and implementation; business and technical requirement documentation; and system testing, including UAT and bug fixes
- Good communication and interpersonal skills
- Self-motivated person with good analytical and problem-solving skills
- Enthusiastic, demonstrated capability in applying state-of-the-art technology to scale and improve customer experience
- Good command of both written and spoken Chinese (including Cantonese and Mandarin) and English

Candidates with lower academic background or less experience will be considered for a post at a lower grade.

Please apply by sending email to hrcd@clp.com.hk giving a detailed C.V., including career history, major achievements and personal attributes on or before **12 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: CO_SCSA_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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