

# Vacancy

**CLP Power Hong Kong Limited**  
**Customer & Business Development**  
**Customer Experience Support**  
**Billing & Credit Control**  
**Customer Support Assistant (2-Year Contract)**  
**[Ref. CLPP-CBD-CES-CSA]**

*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.*

We are looking for high caliber professional to join Customer Experience Support Department, Customer & Business Development (CBD) of the Company. Reporting to the Billing Manager, the candidate is required to carry out major duties as follows:

The appointee will have the following key responsibilities:

- Undertake duties relating to billing and bill delivery operations
- Perform timely and accurate billing, customer enquiries and complaints in a responsive, prompt and efficient manner
- Liaise and co-operate with relevant parties within the Company and external customers to ensure effective delivery of services and to achieve continuous improvement
- Participate in development and user acceptance test (UAT) of billing related system enhancement projects
- Review and suggest improvements on work processes and procedures of operations to enhance productivity and customer services
- Support various projects & operations assigned by supervisor or management

Requirements:

- A minimum of 5 passes in HKCEE including English Language (Syllabus B) and Chinese; Level 2 or above in five subjects in HKDSEE including English Language and Chinese; or Diploma in business administration, accounting or related discipline is preferable
- At least 2 years' working experience, with relevant accounting and finance background is a plus
- Ability to deal with customers enquiries / complaints in a pleasant, sensible and professional manner
- Strong sense of number and good communication and interpersonal skill
- A good team player and highly customer-oriented, self-motivated and committed
- Able to deal with high volume of work
- Ability to communicate well in English, Chinese and preferably Putonghua
- Good computer knowledge in Microsoft Excel, Word (English & Chinese) and PowerPoint
- Knowledge and experience on SAP 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 career history, major achievements and personal attributes **on or before 02 February 2021**.

***Important: To facilitate our easy tracking please use a unique file name for all attachments and your email subject box in this format: CES\_CSA\_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: <http://clp.to/engPICS>.

For further information on our company, please visit our website: <https://www.clpgroup.com/>

**Date Exhibited: 26.01.2021**  
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