

**Assistant Customer Services Manager
(Ref. No. CS-CS-AMI-ACSM-COW)**

Responsibilities:

Reporting to the Customer Services Manager, the appointee will mainly perform the following responsibilities:

- To handle customers' enquiries and resolve their issues
- To lead a small team of customer service professionals in the Customer Centre and Call Centre to deliver quality services to customers and achieve the service standards
- To prepare training materials and provide staff with training on job knowledge and service skills
- To review and enhance business processes and coordinate ad hoc projects relating to customer services and systems, e.g. Advanced Metering Infrastructure project

Requirements:

- Bachelor Degree in Business Administration, Marketing or an engineering discipline or equivalent
- A minimum of 5 years' work experience in customer services
- Good knowledge of the systems and business processes relating to customer services
- Good command of English and Chinese languages, both spoken and written (Putonghua a must)

Working Location: North Point

Application:

If you are interested in this position, please send your resume and the [Application Form \(in PDF format\)](#) to the Senior Manager (Human Resources Services), The Hongkong Electric Co., Ltd. at recruit@hkelectric.com. Please also visit our website to know more about our Company <http://www.hkelectric.com>.

Important: To facilitate our easy tracking, please use a unique file name for all attachments and your email subject box in this format: CS-CS-AMI-ACSM-COW-Last Name First Name Other Names (if applicable)

Applicants not invited for interview within two months from the closing date may consider their applications unsuccessful. All unsuccessful applications will be kept for six months after the date of this advertisement.

We are an equal opportunity employer. Personal data provided by job applicants will be treated in strictest confidence and used only for recruitment-related purposes in accordance with the laws and ordinance of the HKSAR.

(本項職位空缺只備英文版本)