

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

Responsibilities:

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

- To handle customer accounts matters, and lead a small team of customer service professionals to provide quality customer services and achieve the service standards
- To prepare guidelines and training materials as well as deliver training to the team on job knowledge and service skills
- To handle customers' enquiries and resolve their issues
- To implement new projects related to customer services and systems including review and enhancement of business processes, digital transformation and data analysis

Requirements:

- Bachelor's Degree in Business Administration, Marketing, engineering disciplines or equivalent
- A minimum of 5 years' relevant work experience in customer services
- Good PC skills including MS Office, preferably with knowledge of Tableau
- 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 Human Resources Division, 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-ACSM-Last Name First Name Other Names (if applicable)

Applicants not invited for interview within two months from the application 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)