

**Customer Liaison Officer**  
**(Ref. No. TND-CM-CLO-C-COW )**

**Responsibilities :**

Reporting to the Chief Construction & Maintenance Engineer, the appointee will perform the following responsibilities:

- To conduct pre-work assessments on the impact of trench work projects to the general public and the customers and prepare trench work statistics
- To maintain communication with the customers and any other parties concerned on all matters relating to trench works and the temporary power shutdown
- To conduct surveys with the customers to collect their feedback and handle any enquiries or complaints
- To liaise with internal and external customers on arrangements for visits to company's premises

**Requirements:**

- Bachelor Degree in Business Administration or an engineering discipline or equivalent
- A minimum of 3 years' work experience in the customer relations or estate management fields
- Prior training / experience in handling customer complaints and enquiries, and experience relating to trench work projects an advantage
- Basic knowledge in ISO and SAP system an advantage
- Good command of English and Chinese languages, both spoken and written
- Holder of a valid class 1 & 2 driving license

**Working Location :** Ap Lei Chau , transportation to be provided.

**Application:**

If you are interested in this position, please send your resume (**in PDF format**) and the [Application Form](#) to the Head of Talent and Remuneration Management, The Hongkong Electric Co., Ltd. at [recruit@hkelectric.com](mailto: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: TND-CM-CLO-C-COW-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 application date.

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)