

**Customer Services Executive**  
**(Ref: SC-CESC-CSE-COW)**

**Responsibilities :**

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

- To provide customer services via telephone in the Customer Emergency Services Centre in relation to electricity account and power supply matters
- To liaise with internal parties to follow up the customer enquiries and maintain proper records
- To perform 24-hour shift duty and act as a backup person to receive telephone calls in case of emergency such as turbulent weather

**Requirements :**

- A Higher Diploma/ Associate Degree/ Bachelor's Degree or
- Form 7 or 5 subjects at level 3 and above in HKDSE including English and Chinese, with a minimum of 1 year's relevant experience
- Good command of English and Chinese languages, both spoken and written (Putonghua an advantage)
- Higher academic qualification or previous experience in Customer Services / Call Centre is a definite advantage

**Working Location :** Ap Lei Chau

**Application:**

If you are interested in this position, please send your resume (**in PDF format**) and / or the [Application Form](#) to the Human Resources Division, 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: SC-CESC-CSE-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)