

**Customer Services Manager
(Ref. No. CS-CS-CSM-COW)**

Responsibilities :

Reporting to the Senior Manager (Customer Services), the appointees will mainly perform the following responsibilities:

- To initiate and implement new projects related to customer services and systems including enhancement of business processes, digital transformation and data analysis
- To lead a team of customer service professionals in the Customer Centre and Call Centre to deliver quality services to customers and achieve the service standards
- To initiate and support marketing on services and products
- To handle customer enquiries and feedback and ensure proper follow-up

Requirements :

- Bachelor's Degree in Business Administration, Marketing, engineering discipline or equivalent
- A minimum of 8 years' work experience in customer services, of which 3 years in supervisory role and 4 years with administration responsibilities
- Good knowledge of the information systems and business processes relating to customer services
- Good PC skill and knowledge of MS Office including PowerPoint, Excel and Word; knowledge of Tableau preferred
- Good command of English and Chinese (including Putonghua) languages, both spoken and written

Candidate with less relevant experience may also be considered for the position of Assistant Customer Services Manager.

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-CSM-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)