

**Customer Services Representative**  
(Ref. No. CS-CS-CSR-COW)

**Responsibilities:**

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

- To provide support to the Customer Centre and Call Centre in achieving the service standards pledged to customers
- To provide quality customer services via various communication channels, e.g. telephone, over the counter, or e-mails, etc. in relation to the matters of electricity supply and customer accounts
- To perform general administrative support for the Centres and account matters
- To assist in ad hoc projects and assignments on customer services and related systems

**Requirements:**

- Higher Diploma/ Associate Degree/ Bachelor Degree or
- Form 7 or 5 subjects at Level 3 and above in HKDSE including English and Chinese, with one year's relevant experience
- Customer-oriented with good communication and interpersonal skills
- Good command of English and Chinese languages, both spoken and written (Putonghua a must)  
Ability to speak other languages such as Japanese, Filipino or Indonesian an advantage

**Working Location:** North Point

This is a 2-year contract position. Renewal of contract is subject to the Company's business needs and performance of the individual.

**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](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: CS-CS-CSR-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)