

Customer Service Officer

Key Responsibilities

- The candidate will be responsible for providing quality customer service to our tenants to enhance tenants relations
- Able to handle tenants' complaints and enquiries and resolve service issues in a timely manner
- Follow up on all associated coordination functions which including repair and maintenance, external and internal communication, etc
- Assist to formulate and implement customer servicing work plan, such as tenant visit, etc. so as to upgrade our service quality
- Perform all documentation reporting
- To assist in any other duty as assigned by superior

The Person

- Degree / Diploma holder in related disciplines
- Minimum 2 years' experience in customer service / concierge preferably in property management or property developer
- Good command in both spoken and written Chinese and English
- Good interpersonal and communication skills
- Mature, self-initiated and good service attitude
- Able to work with minimum supervision and be a good team player

A competitive remuneration package and career advancement opportunities will be offered to the right person. Are you interested in working for such dynamic organization?

Please write to us with available date, present and expected salary to Human Resources Department, Hip Shing Hong Group, 23 Floor, Hip Shing Hong Centre, 55 Des Voeux Road Central, Hong Kong or via email to hr@hshd.com.hk.

(Personal data collected will be used for recruitment purposes only)