

## **Customer Service Executive (Ref: CPJ-CSE)**

Full time

### **Job Duties**

- Managing the correspondence between the sales team and their clients
- Create and process sales orders in a timely fashion
- Handle enquires, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution
- Educate customers to utilize our tools and platforms
- Monitoring customer accounts in CRM
- Providing data and reports to help the sales team
- Keeping track of sales activities

### **Requirements**

- Diploma or above in Business Administration or other related disciplines
- At least 1 year customer services experience
- Customer-oriented, with good communication and problem-solving skills
- Willing to learn and take challenge and work independently
- Good command of both written & spoken English and Chinese (including Putonghua)
- Proficiency in MS Office applications

Work location will be at Tai Po office, shuttle bus service is provided.

### **Application method**

Interested parties please send curriculum vitae with full career details, salary history, availability and expected salary to the Human Resources Division, Morning Post Centre, 22 Dai Fat Street, Tai Po Industrial Estate, New Territories, Hong Kong or by email to [career@scmp.com](mailto:career@scmp.com).

Please mark 'Private & Confidential'.

## **Account Executive, Digital (Ref: CPJ-AE)**

Full Time

### **Job Duties**

- Understand the recruitment needs of key clients and propose customized solutions for [cpjobs.com](http://cpjobs.com)
- Conduct client visits and presentations with the view to ultimately close deals and grow usage
- Expand and retain customers in terms of revenue and usage, achieving sales target and KPIs
- Provide excellent pre-sales and after-sales service to direct advertisers, advertising agencies or recruiters

### **Requirements**

- Degree holder preferably in Marketing or Business related discipline with minimum 2 years sales experience in service industry with solid track record in customer acquisition
- Experience in HR related / recruitment industry is an asset
- Track record of achievement with positive attitude and strong drive to succeed
- Self-motivated, result-oriented, aggressive, confident and sociable

- Fluent English and Cantonese; Mandarin is an asset
- More relevant experience will be considered as Senior Account Executive

Work location will be at Tai Po office, shuttle bus service is provided.

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