

<b>Consultant, Customer Experience</b>	<b>Post Date: 16 April 2019</b>
<b>Digital Transformation Division</b>	<b>Deadline: 30 April 2019</b>
<b>Ref: DTD075/HKCS/160419</b>	<b>HKCS</b>

**Job Duties:**

- Design, develop and manage public and in-company training programmes and seminars in new technology areas, such as blockchain, big data, data analytic artificial intelligence, cybersecurity, cloud technologies
- Formulate and execute marketing strategies to promote IT new technology related training programmes to different industrial associations and commercial clients
- Provide customer experience services related to learning and development, including strategy review, training needs analysis, curriculum review, programme design and quality assurance
- Liaise with professional bodies to formulate the training programmes
- Lead client management, identify new client segments and foster relationship with existing clients to drive profitable growth of HKPC services

**Job Requirements:**

- Bachelor Degree from disciplines such as Business Management, Human Resources and Information Technology or equivalent
- With 4 years' relevant experience in developing and managing public training programme
- Experience in learning and development consultancy preferred
- Connections with industry associations and professional bodies an advantage
- Good analytical, problem solving and project management skills
- Self-motivated, well organized, proactive, outgoing, enthusiastic and result-oriented
- Excellent communication skills in both written and spoken English and Chinese, Putonghua is preferred
- Applicants may be considered for other positions if not matching the requirements of the subject position

**Application:**

HKPC will take into consideration both the quantitative and qualitative requirements of the post when selecting the suitable candidates. A competitive salary package commensurate with academic qualifications and experience will be offered. The successful candidates will be employed on a fixed-term contract basis, which is renewable subject to appointee's performance and the Council's development needs.

Applicants should send application, together with a detailed resume, current and expected salary and contact telephone number by email to [rdtd07519@hkpc.org](mailto:rdtd07519@hkpc.org) (quoting the reference number on the subject heading) **on or before 30 April 2019**.

Applications not quoting reference number will lead to late processing.

Personal data collected will be used for recruitment purpose only. Candidates not invited for interviews within 6 weeks may consider their applications unsuccessful and the applications will be disposed by HKPC within 12 months.