

Command Centre



CUSTOMER SERVICE OFFICER

Yan
Quarry Bay | 鯪魚涌
7:30 - 16:30



"As a customer services officer, my job requires me to be familiar with many software programmes and to operate different screens and computers. Before joining JLL in 2022, I had minimal computer skills as this is my first office job! My team and I work at the central Command Centre, where we offer assistance wherever needed and have systems in place to ensure our security teams are operating smoothly and safely, wherever they may be. Our function is pretty unique in that we are on duty 24/7. Even when there is a Typhoon 8, rest assured that someone from the team will be there to keep things running!"

"We are also in charge of handling customer requests and complaints. I have ample experience interacting with and serving customers when I was working in the retail sector, but this role has really honed my communication skills and trained me to really listen to client needs. I didn't have any relevant work experience when I first started working here, but I am grateful that JLL gave me a chance to try! I am lucky to be working with some amazing colleagues; they have all been so kind and patient with me throughout my training period. I really appreciate the way the company encourages people to think creatively and to try out new ideas - qualities that are quite unique and valuable in a workplace."

"Our security and concierge colleagues all use company logbooks to keep records of building incidents or to register guests. So twice a year, we bulk order these books and distribute them across the network. With the number of colleagues on the ground across Hong Kong, you can imagine how big that order is. Our office is usually flooded with 70 huge boxes, and our challenge is to get the logbooks delivered as quickly and accurately as possible! I need to be very organised, alert and meticulous for this role, but when I have some down time I like to play Mahjong, go to Karaoke or be out in nature to unwind. I also love to travel, so every long weekend you will find me hopping on a plane to discover new places!"

"作為一名客戶服務主任，我的工作要求我熟悉許多程式軟件，並且操控不同的螢幕和電腦。在2022年加入仲量聯行之前，我只懂得很基本的電腦操作，因為這是我第一份於辦公室的工作！我和我的團隊在中央控制室辦公，在那裡我們會隨時提供所需要的支援，控制室內亦設有電腦系統去確保我們的保安團隊無論是身處於哪個區域，都能夠安全暢順地工作。我們的崗位是頗特別的，因為我們需要24小時當值，即使當天掛上八號風球，可以放心的是我們仍會有人確保一切運作正常！"

"我們亦會負責處理客戶的要求和投訴。以前我從事零售行業的時候累積了不少接待客戶的經驗，但這份工作真的進一步提升了我的溝通技巧，訓練我去真正聆聽客戶的需要。當我開始在這裡工作的時候，我並沒有任何相關的工作經驗，但我很感激仲量聯行給了我一個機會去嘗試！我很幸運能跟一些很優秀的同事一起工作；在我實習的期間，他們全部都友善及耐心地指導我。我真的很感激公司會鼓勵大家去發揮創意和嘗試新想法，這些文化在工作間是頗特別和珍貴的。"

"我們的保安和禮賓部同事都會用公司的記事簿去記錄大廈發生的事件或者登記訪客的資料。所以我們每年都會分開兩次去大批訂購這些記事簿並分發去不同的公司據點。以我們香港的前線同事人數來計算，你可以想像到那是一個多大的訂單。我們的辦公室會被70個大紙箱淹沒，而我們的挑戰就是以最快的速度及準確地將它們分派！我在工作上需要非常有條理、有警覺性和細心，但到放假的時候，我喜歡打麻將、唱卡拉OK或去大自然放鬆身心。我也很喜歡旅遊，所以每逢長週末你都會見到我乘坐飛機去探索新地方！"

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