

Technical Care Representative with English

ID tag 4273
region Brno
location Brno
accommodation not provided

job description as a Technical Care Representative, you'll be the voice of client for the millions of customers using our service – a premiere bundle of advanced TV, high speed internet, and digital home phone. You'll play a vital role in shaping the customer experience with everything from basic technical advisory to troubleshooting and scheduling repairs.

responsibilities respond to customer phone calls as the 'first line' of support
Ensure a positive experience by providing the right customer solution
Handle a range of issues related to client's products & services.

we require you will need to be fluent in English (B2-C1 level) and have the flexibility to work in a 24/7 environment to serve global customer base. Bring your ability to leave a positive impression with customers and you'll be provided with the training, tools and experience you need to develop your career. Experience in a technical or support center is a plus but is not essential.

we offer monthly salary range 29 300 - 38 000 CZK (depends of seniority)
an annual financial bonus
salary increase every year
25 days of vacation
initial comprehensive training
premium medical plan at Canadian Medicals center
contribution in pension plan, life risk insurance
language courses and other external and internal trainings
activePass card or FlexiPass vouchers

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communication in English