



EURES VACANCY FORM

COMPANY DETAILS

Company Name	AT&T Global Network Services Czech Republic	
Full postal address	The Campus Science Park, Palachovo namesti 726/2, Brno, 625 00, Czech Republic	
Contact person (s)	Katerina Velka	
Telephone	+420 547 127519	Mobile phone
Fax:		
E-mail:	Katerina.velka@att.com	
Web site:	https://www.att.jobs/	
Activity/		
Tax or Social security number		
Short description of company	American telecommunication company	

VACANCY DETAILS

Job title	AT&T Customer Care Representative (ENGLISH + SPANISH / FRENCH)
Number of posts	50

Full job description

<https://www.att.jobs/job/brno/at-and-t-customer-care-representative-english-spanish-french/117/12571507>

AT&T Customer Care Representative (ENGLISH + SPANISH / FRENCH)

Description

As a Customer Care Representative, you'll be the voice of AT&T for the millions of customers using our U-verse service – a premiere bundle of advanced TV services, high speed internet, and digital home phone. You'll play a vital role in shaping the customer experience on everything from general billing and service inquiries to troubleshooting and scheduling repairs. We're offering a chance to gain valuable experience along with access to the resources you need to make an impact on your future – and ours.

Delivering best-in-class service is just the beginning. At AT&T, we're dedicated to keeping our customers connected with the people, entertainment and information they care about most. Whether you're a fresh graduate or have experience, we have the perfect opportunity to join our growing team and find out just how far a career at AT&T can take you.

What's in it for you? As an employee of AT&T you'll be eligible for some great rewards. Like working in an innovative workspace, team building events, competitive compensation, and health and lifestyle benefits.

Qualifications

To qualify, you will need to be fluent in English (B2-C1 level) and have the flexibility to work in a 24/5 environment to serve our global customer base. Bring your ability to leave a positive impression with our customers and we'll provide 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.

Key Responsibilities:

Respond to customer phone calls as the 'first line' of support for AT&T
Ensure a positive experience by providing the right customer solution
Handle a range of issues related to AT&T products & services_

Key competencies and skills:

Advanced spoken English: B2-C1 level
Advanced spoken Spanish or French language: B2-C1 level
Logical mind-set and a passion for problem solving
Able to work in a 24/5 shift environment.
Basic knowledge of communication technology, e.g. internet, tv, phone
Good organization skills and attention to detail
The right attitude and work ethic for a fast paced team environment

Essential information:

Contract type: Unlimited
Working hours: Mon-Fri, 8-hour shifts, covering 12PM to 8AM (focus on afternoons, evenings and night shifts), no weekends
Salary: Test results and experience are reflected in proposed base salary (ranging from 27,550 - 34,900 CZK / GROSS / MONTH)

Expected start date: November / December 2019, January / February 2020

Please upload your CV in English language !!!

REQUIREMENTS

Skills	Troubleshooting Customer Care Experience Basic knowledge of communication technology, e.g. internet, tv, phone							
Experience needed	NO		Up to 2		Up to 5		More	
Education								
Languages skills	Advanced spoken English: 1-2 And Advanced spoken Spanish or French language: 1-2 (1 fluent -5 basic)							
Certificates, Licenses, etc...	n/a							
Other relevant information	Able to work in a 24/5 shift environment							

WORKING CONDITIONS:

Salary	Minimum: 27,550 CZK / month	Maximum: 34,900 CZK / month	Gross		Net	
Currency	CZK					
Bonuses:	Uplift for shift work, AT&T benefits					
Job location	Brno, Czech Republic					
Starting date	November / December 2019, January / February 2020					
Permanent/temporary contract	Permanent	End date if temporary/				
Full time/Part time job	Full time					
Number of working hours per week	40					
Shifts and work on days off	YES, night shifts					
Employer provides/helps with	Relocation bonus with first salary					
Other relevant information						

HOW TO APPLY

phone		e-mail		Mail		Fax		Others – website application
Documents required	CV							
Language of documents to be submitted	English							
Where to send documents	website application via https://www.att.jobs/job/brno/at-and-t-customer-care-representative-english-spanish-french/117/12571507							
Cc								
Other application/recruitment arrangements	Candidates need to pass 2 online tests – English and Technical tests (each for 40 minutes) If tests are passed, a F2F or Webex Interview is scheduled.							
Closing date of job vacancy	ongoing							