

We are searching for a

Technical Care Representative,

For our client, the world's largest telecommunications company by revenue and the third largest provider of mobile telephone services.

What would you do? Well, mostly you will be...

- ✚ Responding to customer phone calls as the first line of technical support;
- ✚ Ensuring a positive experience by providing the right customer solution;
- ✚ Handling a range of issues related to the company's products & services;
- ✚ Asking questions to get a better idea of what might be wrong;
- ✚ Logging information about the correspondence into the company's system to keep a record of actions;
- ✚ Supporting the development of programs to train the customer on how to properly use the products.

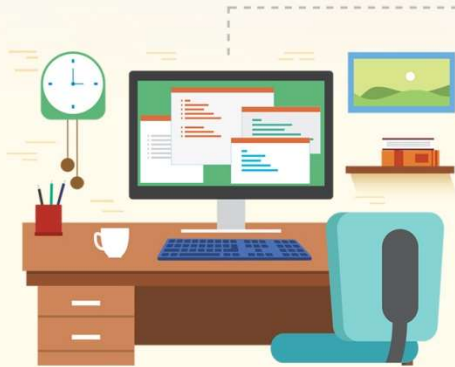
In order to get the job, you should:

- ✓ **Relocate to Slovakia, either to Košice or Bratislava;**
- ✓ Speak English at an advanced level;
- ✓ Be interested in technology and willing to learn;
- ✓ Own PC/Windows knowledge;
- ✓ Demonstrate good organization skills and attention to detail;
- ✓ Have a resilient attitude and work ethic for a fast-paced team environment;
- ✓ Be able to work in a 24/7 shift environment.

And that's it! 😊

ABOUT LUGERA – THE PEOPLE REPUBLIC

In Romania since 2001



10 offices in:

Arad, Braşov, Bucharest, Cluj-Napoca, Craiova,
Oradea, Piteşti, Ploieşti, Sibiu, Timişoara



Total number of
consultants & administrative personnel:

170+



15,000

Registered temporary employees



Over 20,000

employees for whom we monthly
calculate salaries for

Services:



Search & selection



Payroll & personnel
administration



Salary benchmarking



Executive search



Temporary staffing



Training



Mass recruitment



Outplacement and
downsizing



Performance
management

You can contact me for any other additional information at
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