

## **Lingnan Institute of Further Education Internship and Career Service Scheme 2017**

### **HKT Services Limited**

HKT (SEHK: 6823) is Hong Kong's premier telecommunications service provider and leading operator in fixed-line, broadband and mobile communication services. It meets the needs of the Hong Kong public and local and international businesses with a wide range of services including local telephony, local data and broadband, international telecommunications, mobile, and other telecommunications businesses such as customer premises equipment sales, outsourcing, consulting, and contact centers.

HKT offers a unique quadruple-play experience in Hong Kong delivering media content on its fixed-line, broadband Internet access and mobile platforms jointly with its parent company, PCCW Limited.

HKT also provides a range of innovative and smart living services beyond connectivity to make the daily lives of customers more convenient, whether they are at home, in the workplace, or on the go.

Website : PCCW.COM

### **Call Center - Customer Service or Technical Service Representative / Executive**

#### **Requirements:**

- Bachelor degree holder or
- Post-Secondary / F.5 or above with 1 year of customer service experience. Candidates familiar with user-operation of broadband / mobile products will be considered as Technical Service Representatives
- Good spoken English and Cantonese
- Customer-oriented with passion, patience and caring attitude
- Good interpersonal and communication skills

#### **Responsibilities:**

- Provide good customer service on handling billing enquiries / technical support enquiries
- Cooperate with other teams members to resolve customer's request efficiently
- Promote & cross-sell company products/services

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### Working location

- Shatin (nearby City One Town)

### Working hour

- 42.5 or 48 working hours per week (optional to candidates)
- Willing to take up day or night shift duties including weekends & public holidays (an advantage for candidate who can take up night shift to get an extra allowance)

### 職位詳情

公司名稱	HKT SERVICES LTD
聯絡電話	28836149 / 28833090
電郵地址	<u>Application send to <a href="mailto:career-consumer@pccw.com">career-consumer@pccw.com</a></u>
薪金/津貼	HK\$12000 – HK\$16000