

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

(Email / Facebook) e-Customer Service Executive

Requirements:

- Bachelor degree holder or
- Post-Secondary / F.5 or above with 1 year of relevant experience
- Customer-oriented and good caring attitude
- Hands-on experience of PC operations and Internet knowledge
- Fast and accurate typing in English and Chinese with 速成或倉頡輸入法 (Typing Speed 30 wpm or above for Chinese)
- Good command of written English and Chinese

Responsibilities:

- Handle customer's written enquiries, complaints and technical support through electronic mail
- Support facebook online service and instant chat & reply to customers

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Working location

- Shatin (nearby City One Town)

Working hour

- 42.5 hours per week, willing to work on shift duty (including Sat, Sun & public holidays)
- Preferably available to take night shift from 1730 to 0200 with shift 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 career-consumer@pccw.com</u>
薪金/津貼	HK\$12000 – HK\$17000