

Career Fair 2018 – Job Openings

Company Name HKT Services Limited

Company Website www.hkt.com

Job title (1) Customer Officer (csl./ 1O1O/ Tap & Go/ The Club)

Job nature Others Customer Service

Job types Graduate Positions

Work location Hong Kong

Roles and responsibilities

- To handle customer telephone inquiries at their satisfaction.
- To grasp any opportunities to sell or retain customers.
- To handle customer complaints appropriately and timely escalate to Unit Manager when the case is beyond his/her knowledge and authority or requested by customers.
- To properly follow the pre-set procedures and workflows and complete the job in a follow-up and follow-through manner.
- To conform to requirements, policies, guidelines and procedures stipulated by Company and other appropriate partners.
- To proactively learn and grasp latest knowledge concerned to facilitate proper discharge of daily duties.
- To discharge duty in a professional manner so that company image can be safeguarded.
- To carry out any ad hoc duties as requested.
- Shift duty is required

Requirements / qualifications

- HKCEE/ HKDSE graduate or above
- Clear voice with friendly and helpful tone
- Customer focused
- Pro-active, eager to help and sell
- Good listening and questioning skill
- Good customer handling skill
- Able to communicate effectively in Cantonese and English
- Able to work shift duty
- Knowledge on mobile products and services
- Able to effectively and efficiently manage the systems after training
- Knowledge on common PC software applications an advantage
- Applications for Part-time Customer Officer are also welcomed

Job title (2)**Sales Executive (Inbound/ Outbound Telesales)****Job nature**

Others Telesales

Job types

Graduate Positions

Work location

Hong Kong

Roles and responsibilities

- Handle phone calls and promote mobile products and services
- Build and maintain an excellent relationship with prospective and current valued customers
- Learn proactively and grasp the latest knowledge concerned to facilitate proper performance of daily duties
- Grasp any opportunities to sell or retain customers
- Follow properly the prescribed procedures and workflows and complete the job in a follow-up and follow-through manner

Requirements / qualifications

- Customer-focused and result-oriented with problem solving skills
- Proactive, eager to help and sell
- Fresh graduate will also be considered
- Working location: Lai Chi Kok or Tuen Mun

Job title (3)**Service Provisioning Officer****Job nature**

Others Sales Support

Job types

Graduate Positions

Work location

Hong Kong

Roles and responsibilities

- Process order in various mobile systems to conform to company's guidelines and procedures
- Follow properly the prescribed procedures and workflows to complete the tasks timely and accurately
- Coordinate and liaise with internal teams to deliver effective activation service
- Assist the compilation of statistical report

Requirements / qualifications

- Well-organized and self-motivated
- Candidate with knowledge of Visual Basic or Visual Basic.net is an advantage
- Fresh graduate will also be considered
- Working location: Cheung Sha Wan