

Join Us



Vip mobile is a member of Telekom Austria Group, the leading mobile communication provider in South-Eastern Europe. Take the chance and join us in once-in-a-life-time experience in a team where the talent and spirit of our people stand along with innovation leadership, outstanding customer orientation and cutting-edge technologies on a way to success. Become our:

Call Center Agent

Principal Accountabilities & Responsibilities:

- Handles medium segment customer contacts, inquiries and complaints regarding products and services, financial issues and GSM technical related issues as first level support
- Executes campaigns through outbound contacts to customers
- Provides high quality of performance in all active skills
- Applies extra effort to solve as much as possible customers inquiries in the 1st contact
- Represents Company's values and excellence in each customer contact
- Follows operational procedures in every contact with the customer
- Provides help in solving other segments' inquiries, requests and complaints when needed
- Adheres to work schedule as planned

Requirements:

- High school
- MS Office and basic computer skills, including accurate typing
- Fluent in English; written and spoken
- Experience which includes customer service is an advantage

Profile:

- Strong customer and service orientation
- Good verbal communication skills
- Ability to organize and communicate information clearly
- Problem – solving skills
- Highly dependable
- Team spirit and positive attitude
- Passion for performance and the motivation to go the extra mile

What we are offering to the best:

- Demanding, but also rewarding working environment
- Multiple challenges and development opportunities
- Unique spirit, energy and fun
- And much more

Join us, send your application via e-mail: posao@vipmobile.rs with subject Call Center Agent or postal address: Vip mobile d.o.o., Human resources department, Omladinskih brigada 21, 11070 Novi Beograd.