

Hyperoptic is creating waves within the broadband market and with more surfers riding the waves of 1Gbps broadband speeds – the business is growing fast. If you're looking for an exciting [part time job](#) that is rewarding and enjoyable then read on....

For our Customer support team in Belgrade, we are looking for

English teachers - part time job -

To help in [written correspondence](#) with our customers

The mission

Hyperoptic is more than just an internet service provider; it also installs its own fibre infrastructure into multi-occupancy buildings, bringing the UK's fastest internet speeds to users. Your mission will be to provide exceptional customer support to Hyperoptic customers, demonstrating our company values in email conversations with our customers using a solution-focussed approach.

Experience

You'll need to demonstrate excellent English language skills and basic MS Office skills. In addition to this, you would be provided a 5-day training on the basic processes.

Reporting Line

Reporting to Customer Support Team Leader, you will take great pride in your own performance and will always leave our customers feeling that their questions are valid and fully answered.

Office

The role will be based in Senjak, Belgrade. Our hours are 24 by 7. You would be a member of a pool of English teachers who would be called in during our peak times. You would work in our offices, and when you reach the satisfactory independence level, you could agree with your Team Lead to work from home.

Hours

Before or during our peak hours, you would be asked to come in and work. You would negotiate the timing and the number of hours with your Team Lead, but we would generally expect you to work up to 50 hours a month, depending on the business need.

Pay

You would be offered a Deed contract and paid 4 EUR per hour + transportation costs and your earnings would be paid on the last day of each month.

Responsibilities and duties will include:

- Providing outstanding customer support via email
- Offer first line assistance to customers with technical, billing and account related queries
- Maintain clear, accurate customer records
- Work effectively with Customer Support Team Leaders and Senior Agents to identify timely resolutions to customer issue

Person specification:

- ✓ Outstanding English written and oral communication skills
- ✓ A fast learner
- ✓ Works accurately with an eye for detail

- ✓ Able to use automated information systems to analyse the customer's situation
- ✓ Ability to work by your own initiative but also be a team player

Hyper Standard: RIZE Values

Value	Reliability	Intelligence	Zeal	Excellence
Principle	Deeds are more important than words	Use your brain at every opportunity	Demonstrate passionate determination	Quality separates us from the competition
Behaviour	Do what you say you will to customers, stakeholders, and colleagues	Overcome challenges, ask questions & consider alternatives.	Go above and beyond to make things happen	Double check work & don't make the same mistake twice

If this role is of interest and you believe you've got what it takes to be a part of a fast-paced and energetic business, we'd love to hear from you.

Please send us your CV: eta.sateles@jakalounge.com