

## **Account Supervisor**

**Code: AS 001**

**Location: Athens**

In WIND, we believe in a world of **connection, interaction and sharing!**

Our passion is that people **enrich their lives** with all that **communications technology makes possible.**

We want our Customers to focus only on **expressing themselves**, while we take care of the technology that **enables them.**

So, if you want to take part in changing how people experience their lives, **WIND is the right place to be.**

Start today, as an **Account Supervisor** and drive our growth and our customers' experience.

### **Main Tasks:**

- Undertake the activities to diagnose and identify faults and proceed with relevant actions foreseen by departmental procedures for resolving customer's technical problems, on a shift mode basis including weekends
- Receive, analyse and resolve/escalate any raised problem concerning customer's complaints or relative information indicating network failure or outage
- Communicate with customer for collecting information or providing guidance or confirming problem's resolution
- Receive inbound calls for assisting in providing measurements and guidance to external parties
- Make use of various company's systems and applications in order to inform involved parties on service-oriented network faults
- Escalate customer's service technical problems among company's technical Departments and external providers/vendors and follow up the progress for the timely fault resolution
- Receive, analyse and resolve or escalate trouble tickets from regulatory and legal departments
- Collaborate with Customer Service for providing information and technical assistance when required
- Assist in any other projects/ tasks as requested by the superior

**Basic Requirements:**

- Bachelor's degree in Electronics, IT, Telecoms or another related field
- Good knowledge on local-loop regulatory context as well as carrier to carrier (OTE) relations
- Knowledge of local loop measurements, NGA technologies VoIP and LAN installations
- Expertise on business products will be considered a plus
- Organizational skills, attention to detail, time-management skills and strong motivation to meet deadlines and achieve goals
- Excellent computer skills especially for Excel
- Excellent command of English language
- Must be able to work independently with minimum supervision
- Excellent analytical and problem-solving skills

**Join Our Team and:**

- **Be part** of a fast-growing company, and one of the biggest in Greece
- **Work** with passionate professionals, who excel in their fields
- **Learn** in a challenging and friendly working environment
- **Create your career path** in dynamic organization
- **Enjoy** competitive salary, private health insurance & special offers
- **Get flexy**, work from home 1 day/week
- **Share your hobbies**, take part in more than 10 ευWIND activities (athletic & cultural)

Candidates may express their interest by forwarding their CV's to [Career@wind.gr](mailto:Career@wind.gr).