



FAQ: U-Verse Customer Care Agent

1 – What is U-Verse? What is the job about?

U-Verse is the brand name for an innovative AT&T home package of three 'IP' based services – TV, Phone and Internet. The customer base are American which is why we are covering afternoon to early morning hours (3PM-5AM).

You will receive calls from customers who need our help and who maybe experiencing difficulty with any of the services. Your role will be to support them and provide solutions effectively and efficiently. You will have the opportunity to rapidly improve your English, build your business and technical knowledge and enhance your communication skills.

2 – How will I be selected? What can I expect?

The selection and assessment process consists of an English grammar and listening test (30 mins) and a logical reasoning 'technical' test (40 mins). If you're successful then you will have a face-to-face interview (20 mins) with one of the managers. You should plan on spending 3 hours with us but on busy days the process may take longer. You can prepare for the tests by practising B2-C1 level exercises, or reading English texts with some technical content. You do not need to bring any additional documents with you.

3 – When will I know if I am selected?

We will typically let you know within 1-2 working days.

4 – How do I get to AT&T premises? Will AT&T reimburse my travel expenses to get to Brno?

AT&T is located on the Campus Square in Brno-Bohunice. Bus no. 60 or 61 takes you to the bus stop "Nemocnice Bohunice" every +/- 10 minutes from the city centre. Check www.idos.cz/brno for more details. AT&T does not cover any expenses related to coming/attending AC in Brno.

5 – After I start, is there any training? Do I need to pay for it?

You will be given professional and comprehensive training as soon as you join us. The technical training takes 3 weeks (during 9:30AM – 6:30PM), during following 3 weeks you will be receiving your first calls with support of your senior colleagues (during 1PM – 10PM). The training is already included in your salary, you do not need to pay for it.

6 – What is the distribution of shifts?

After 6 weeks of training you will be given your set shift plan valid for the first 8-9 weeks. Regular shifts start from 3PM, 6:15 PM or 8PM. Each shift is 9 hours long and includes 1 hour lunch break.

7 – Can I take holidays during trial period?

The training has a tight schedule and includes regular checkpoint testing. Unfortunately holidays/days-off during the whole trial period (i.e. first 3 months) will not be approved.

8 – What type of contract will I receive? Can I work part-time?

The contract is for unlimited period, with 3 months of trial period. We offer only full-time jobs.



9 – I will help with an Employee card / Visa. What support will AT&T provide?

AT&T will supply the necessary supporting paperwork documentation for an Employee card application but you will need to organize the process yourself. The standard waiting time for issuing Employee card usually ranges between 3 - 6 months but cannot be guaranteed.

10 – What are the benefits of working for AT&T Brno? Are there any uplifts for working over night?

AT&T provides wide range of benefits to employees starting with 5 weeks of holidays, meal vouchers, premium medical care in Czech/English, compensation in case of sick leave, yearly bonus, and a pension and/or wellness scheme. There are uplifts for working at night and weekend, +50% of average hourly income.

11 – What are my further development opportunities in AT&T?

In AT&T you will have the opportunity to develop your skills, knowledge and experience. You have access to our award-winning AT&T virtual University. You can choose your further career path within U-Verse organization perhaps as a trainer or manager. After a minimum of 12 months in the role you are free to consider other opportunities within AT&T.