



<https://internsschool.online/job/adam-internet-paid-internship-summer-opportunities-for-undergraduates/>

Adam Internet Paid Internship Summer Opportunities For Undergraduates

Description

Adam Internet is seeking a Customer Support Representative to join our dynamic team. As a Customer Support Representative, you will be responsible for delivering exceptional customer service, troubleshooting technical issues, and ensuring the highest level of customer satisfaction. If you are a dedicated and customer-focused individual with excellent communication skills, we encourage you to apply.

Responsibilities

1. Provide excellent customer support through various channels, including phone, email, and chat.
2. Diagnose and resolve customer inquiries related to internet services, billing, and technical issues.
3. Guide customers through troubleshooting processes and provide step-by-step instructions.
4. Escalate complex technical issues to the appropriate teams and follow up on resolutions.
5. Maintain accurate records of customer interactions and resolutions in our CRM system.
6. Collaborate with team members to improve customer support processes and efficiency.
7. Stay up-to-date with product knowledge and industry trends to provide accurate information to customers.
8. Identify opportunities to upsell or cross-sell additional services to customers.
9. Handle customer complaints with empathy and professionalism, striving for a positive resolution.
10. Participate in ongoing training and development programs to enhance your skills and knowledge.

Qualifications

1. High school diploma or equivalent; a bachelor's degree is a plus.
2. Previous customer service experience is preferred.
3. Strong verbal and written communication skills.
4. Excellent problem-solving and critical-thinking abilities.
5. Patience and empathy when dealing with customer issues.
6. Basic technical knowledge and the ability to learn quickly.
7. Ability to work in a fast-paced and collaborative team environment.
8. Strong organizational skills and attention to detail.
9. Availability to work flexible hours, including evenings and weekends as needed.

Experience

Previous experience in a customer service or technical support role is an advantage but not mandatory. We are open to candidates with varying levels of experience, from entry-level to experienced professionals.

Hiring organization

Adam Internet

Employment Type

Intern

Duration of employment

6 months

Industry

Telecommunications

Job Location

Adelaide, South Australia, 5000,
Adelaide, South Australia

Working Hours

8

Base Salary

10

Date posted

June 12, 2025

Valid through

02.10.2027

Skills

1. Customer service skills
2. Communication skills
3. Technical troubleshooting
4. Problem-solving
5. Empathy
6. Attention to detail
7. Adaptability
8. Teamwork

Job Benefits

1. Competitive salary and performance-based bonuses.
2. Comprehensive training and development programs.
3. Health, dental, and vision insurance options.
4. 401(k) retirement plan with company matching.
5. Generous paid time off and holidays.
6. Opportunities for career advancement within the company.
7. A supportive and inclusive work environment.
8. Employee discounts on internet services.

Contacts

To apply for the Customer Support Representative position at Adam Internet, please submit your resume and cover letter to sales@adam.com.au.