Job Title: Customer Service Representative

Company: T-Mobile

Web: http://tmobile.jobs

Address: 695 Grassmere Park

City: Nashville

State: TN

Zip: 37211

Contact Name: Alyce Barbee

Contact Title: Recruiter

Contact Phone: 615-445-3908

Phone Ext:

Fax:

Salary: $11.73 - $13.95 per hour (DOE)

Days: 7 days per week

Hours: 6:00am – 12:15am (various schedules)

Job Description:

**Responsibilities**

Be the point person for our customers, thinking on your feet as you deliver world-class service. This job isn’t for everybody. It’s for driven, confident people, who can rise to the challenge and be advocates for our customers. Sound like you?

Here are the basics:

Customers call in with billing, product, or service questions: You spring into action, proactively identifying solutions: you take a hands-on approach to resolving every issue, taking it from start to finish. This isn’t a one-time thing: your great work inspires those customers to stay customers, and that’s important to us. Over time, you’ll become an expert on all the T-Mobile technology and services.
**Qualifications**
So what’s it take to do this job? We’re looking for customer advocates who can consult and sell as they bring a collaborative attitude to every call. You should also have:

• Prior experience in a similar environment (call center or customer service is ideal)
• The ability to really talk with—and listen to—our customers, like an expert
• If you’ve worked in a performance-based culture, let’s talk!

Okay. You’ve got all the makings of a top performer. Here’s what we can offer you in exchange for your amazing work:

• Competitive base pay plus incentives
• Medical, dental and vision benefits
• Matching 401(k)
• Generous paid time-off programs
• Phone service discounts
• Education reimbursement
• Serious growth potential for your career
• Fun, fast-paced environment

This is more than a job. It’s a chance to build a career and do work you can be proud of. Come on, what are you waiting for? It’s time to explore an opportunity that could become the job of a lifetime. So apply today!

Contact Method: Apply online or have questions, contact *Alyce.Barbee@T-Mobile.com*

Job Type: Full-time

End/Removal Date: April 11, 2015