



Success stories start here. Come see for yourself.

What's T-Mobile Technical Care like?

At T-Mobile, we have a broad range of service offerings, data devices and one of the most extensive networks in the country. But that only means something if our loyal customers are empowered to make the best use of them! The quality that makes T-Mobile's Technical Care Reps stand out is their ability to translate complex technical information into user-friendly terms our customers can easily understand. In this role, you'll assist customers who are having technical phone issues and enjoy the satisfaction that comes when an often simple fix can really make a customer's day! With extensive training and team support, you'll have the tools you need to educate a wide range of customers from all across the U.S. Plus, you'll also enjoy the incentives and recognition T-Mobile has in place to reward the efforts of your performance and the opportunities for advancement make it perfect for people looking to establish a long-term career with T-Mobile.

CSR 2, Technical Care Representatives

Requisition #: 237952

\$12.26 to \$15.32 DOE

Shift differentials and bonus opportunities also available

Responsibilities and Duties

- Answer calls and deliver exceptional customer service to build customer satisfaction and loyalty
- Troubleshoot all technical inquiries regarding network coverage, device information and data services
- Utilize all on-line resources/tools to troubleshoot and diagnose customer issue for resolution
- Use applications to view customer network profiles
- Stay current with email notification regarding network issues
- Provide effective and timely resolution of a range of customer inquiries
- Strive for one-call resolution of customer issues
- Increase the customer experience by providing information on new products, rate plans, and services

Work Experience and Education

- Six months of customer service experience.
- High school diploma or GED certificate.
- 18 years of age or older.
- PC Proficiency

Advancement Opportunities

T-Mobile strives to reward top performers with new challenges and opportunities. If you have the desire to take your skills to the next level, advancement opportunities are available.

What's in it for me?

- 19 Days paid time off per year (PTO)
- Paid Holidays
- Monthly Bonuses Based on Performance
- Education Assistance up to \$5,250 per calendar year
- Employee Purchase programs - Discounts with local & national retailers
- Award winning incentive, reward & recognition programs
- Onsite work-out facility
- Employee phone plans starting at 14.95 per month
- 8 weeks paid new hire training
- Low monthly premiums on Medical / Dental / Vision insurance
- Company paid life insurance with the option for additional life insurance paid by employee
- Short Term & Long Term Disability Benefits
- Flexible Spending Accounts
- Company pays up to \$200.00/month for child care
- 401(k) plan with employer matching and immediate vesting

Ready to start your career at T-Mobile?

 **Apply today. www.tmobile.jobs**