

T-Mobile is Hiring! Be the Expert. Redefine Wireless.

Welcome to the Un-carrier. T-Mobile is changing wireless for good and now we're changing Customer Care for everyone. T-Mobile is doing something the other carriers can't. We're bringing together a Team of Experts to give our customers an experience unlike any other. We're breaking all the rules and putting customers first. No more talking to machines, no more transfers. Customers have their own team ready to resolve issues whenever and however they want.

As an Associate Expert, you'll learn the ropes as you build the skills that can make you a full-fledged expert in a matter of months. It starts with listening to your customers issues like a pro, picking up on subtle cues and customer rhythms and then helping build a resolution mix that will make them customers for life. They're YOUR customers and their experience depends on YOU!

We'll count on you to do:

Create happy customers – We are all about the customer experience and owning customer issues with the tools, knowledge and support to resolve.

Provide outstanding service so customers stay longer – we bring our life experiences, knowledge and passion for outstanding service to all we do. We personalize every interaction and provide solutions to take care of our customers and build lifelong T-Mobile fans.

We sell thoughtful products and services – we make recommendations that make sense for our customers in helping them get the most out of their Un-carrier experience.

Learn a lot - we stay current on all systems and products to grow our skills and maintain proficiency on things we value and organizational requirements.

Have serious fun – we don't take ourselves too seriously. Changing wireless for good is what we do, and we love having fun doing it.

Support team initiatives and create an inclusive environment

What we're looking for in an Expert:

You're a pro on the computer

You know how to balance multiple tasks at the same time

Tech savvy and have a passion for mobile devices and/or technology

Passion for care and the ability to listen, problem solve and deliver great solutions

Sales oriented with an obsession to connecting customers to the things they love

Ability to work as part of a team to achieve individual and team results

You have the flexibility to work any shift, including nights and especially weekends

Okay. You've seen what we're looking for and you're up to the challenge. Here's what we can offer you in exchange for your outstanding work:

Competitive base pay plus serious bonus potential for top performers

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!

Come on. You know this is the challenge you've been looking for. Take the plunge and apply today. We offer incredible benefits, competitive pay and bonuses, and the chance to build a career that you can take in any direction you want to go! Let's do this already!

<https://www.tmobile.careers/job-details/12173287/customer-service-associate-expert-birmingham-birmingham-al/>