



Fayetteville

Mobile Associate-Retail Sales

- \$17.50-\$20.00 an hour
- Part-time

Job Responsibilities:

- Builds proficiency related to serving and selling to our customers, while providing a world-class customer experience and building loyalty by:
- Helping customers pick up right where they left off in their shopping journey, whether online, through Customer Care or in-store.
- Exploring individual needs and providing hands-on demonstrations of the latest and greatest technology in-store.
- Side-by-side selling to find personalized solutions beyond the bare-bones device and service plan that keep our customers connected to the people and lifestyle they love, including anything from unique accessories cutting-edge IoT devices.
- Approaching service and sales needs with composure, integrity and compassion.
- Becomes skilled with and consistently uses digital tools in interactions and onboarding to actively demonstrate: How our ever-expanding coverage stacks up in our customer's neighborhood, providing them with a lightning fast LTE network Why T-Mobile plans and services will let our customers live unlimited, feel the love, stay connected and go further. Completes training on T-Mobile in-store experience, new skills and processes, knowledge of systems and reference resources.
- Makes the most of their time on shift, consistently seeking out information between customers, learning about innovations in wireless and technology.
- Establishes relationships with and partners with T-Mobile employees across channels, including business and customer service to: Collectively own the customer experience and resolve issues, creating a seamless, run-around-free environment. Successfully identify and handoff small business leads.
- Support team initiatives and create an inclusive environment

Education and Work Experience:

- High School Diploma/GED (Required)
- 6 months of customer service and/or sales experience, Retail environment preferred. (Required)

Knowledge, Skills and Abilities:

- Passionate customer advocate with the desire to be yourself when connecting and having fun doing it! (Required)
- Competitive drive and proven ability to succeed in a fast-paced sales environment. (Required)
- Willingness to work alongside peers and store leaders, learning and sharing ideas, while serving customers and providing resolutions to issues. (Required)
- Effective at balancing customer needs and performance goals. (Required)

Licenses and Certifications:

- At least 18 years of age
- Legally authorized to work in the United States

To Apply:

<https://careers.t-mobile.com/mobile-associate-retail-sales/job/2D4BE58E4F918741D8ECA63421D75116>