



**Title: Associate Expert, Technical Customer Care Now Hiring at \$20/hour**

Job Code: 770318 Expert, Assoc Tech Care

Technical Care Associate Experts work as part of a Team of Experts to astound customers with effective resolution, proactive identification of issues, customer education, and troubleshooting expertise. They resolve product or service problems by clarifying the customer's concerns; determining the cause of the adjustment; following up to ensure resolution. This position requires strong multi-tasking skills and accordingly in collaboration with our Engineering team. This role is a learning role, where new experts are building skills and competencies in these areas while also demonstrating world-class skills in courtesy, concern, timely resolution, and relationship building.

T-Mobile requires all employees in this position to be fully vaccinated for COVID-19 prior to starting work. The CDC defines "fully vaccinated" as two weeks after the second dose for Pfizer and Moderna, and two weeks after the single dose of Johnson & Johnson. T-Mobile will require proof of vaccination and consider requests for exemption from this requirement during the offer phase as a reasonable accommodation for medical reasons or sincerely held religious beliefs where the accommodation would not cause T-Mobile undue hardship or pose a direct threat to the health and safety of others.

**Responsibilities:**

- Provides astounding customer service through effective and timely resolution of various customer inquiries and concerns in an environment that thrives is vital
- Builds customer loyalty and value through effective account management, identifying and providing offers for appropriate additional features and services, and collecting past due balances
- Uses resource documentation for reference and the automated training tools provided to deliver outstanding customer service
- Meets department efficiency and quality standards. Appropriately disburses adjustments and account credits in accordance with T-Mobile policy
- Approaches each call with a can-do demeanor and treats each customer with respect, courtesy, and genuine desire to help
- Completes training requirements to stay current on existing and new systems and products, to grow skills, and to maintain proficiency toward our core values and organizational requirements
- Support team initiatives and create an inclusive environment

**Qualifications:**

- Proficiency in a Windows-based environment
- Keyboarding proficiency
- Internet & automated systems savvy
- Able to work evening, weekend, and varied shifts as assigned
- Ability to multi-task effectively
- Ability to read and carry out instructions for specific customer resolution tasks
- Solid understanding of T-Mobile Customer Care applications including but not limited to: Remedy, Samson, T-Community, VASA, QuikView, and Microsoft Outlook
- Great teammate, who collaborates with team members to achieve individual and team results
- Ability to exercise reasonable judgment in identifying and implementing solutions for the customer

**Better Pay, Better Life**

- Competitive base pay of 20/hour plus bonus potential
- Medical, dental, and vision benefits
- Matching 401(k)
- An annual Employee Stock Grant, and a purchase plan that gives you the chance to grab TMUS stock at a discount
- Generous paid time-off programs
- Phone service discounts
- Education reimbursement
- Serious growth potential for your career
- Fun, fast-paced environment where we celebrate and recognize each other for our pursuit of our customers' happiness

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!