

Customer Account Executive Sales/Retention - Colorado Springs CO

Inbound Sales and Retention Customer Account Executives are highly motivated and have rich customer service skills. They are responsible for serving as the primary interface for customers calling with sales related question and will have a heavy focus on acquiring and upgrading broadband, CDV, and Video customers.

Inbound Sales and Retention Executives will also:
Meet minimum sales levels for all Comcast products as assigned.

Utilize active listening skills and product knowledge to address customer concerns to maintain existing levels of service or to recommend a more appropriate mix of products.

Explain the overall benefits of the upgrade to the customers when receiving rebuild-related calls.

Respond appropriately when retention calls are received.

Accurately present sales offers to assist customers in choosing the best available services to meet their needs.

Maintain minimum standards in log-in, availability, monitoring, and performance management.

Complete all data entry with accuracy.

Participation in all offered sales technique training programs or other company provided training offerings.

Punctual, regular and consistent attendance with the ability to work overtime as needed is required.

Other duties as assigned.

Requirements:

Sales experience with Min. 1 year of customer service related work experience with exposure to PC's and other office equipment.

Must have excellent sales and customer service skills and be devoted to serving the customer needs.

Highly motivated.

Flexible schedule required.

EDUCATION:

High school diploma or Associate's degree or Bachelor's degree and 1-2 years customer service experience.

IF INTERESTED, PLEASE CALL THE USOC CAREER SERVICES DEPT. AT 1-800-933-4473, Extension 1.