



## Call Center Customer Retention Representative - Homelife

At Cox, we connect people to the things they love. Now we'd like to connect you to a career opportunity you'll love. Cox Communications call center is **looking for customer focused individuals** to join our team and be the voice of our brand to Serve, Solve and Sell.

**The Customer Retention Representative is a highly consultative retention sales opportunity, operating in a call center environment, that:**

- Is responsible for retaining existing Homelife customers through personal contact and a high level of customer services.
- Identifies and resolves customer issues through creative sales techniques.
- Exercises creative negotiation and sales technique to motivate customers to continue using Cox services.
- Sells additional or upgraded Homelife services, while providing a quality customer experience.
- Lives the Cox values by demonstrating an approach towards people and work that is consistent with the overall values of the company.

### **The Perks!**

- Free Internet and other Cox discounted services
- Medical, dental, and vision benefits starting on your first day!
- Casual, yet energetic and engaging work environment
- Retirement benefits including 401(K) matching
- Up to 22 days of Paid Time Off during first year, plus 7 Paid Holidays
- Tuition assistance
- Commitment to our communities including volunteer opportunities
- Career advancement opportunities across the Cox family of companies

**Learn More at [jobs.cox.com/callcenter](https://jobs.cox.com/callcenter)  
Use keywords "Arizona Retention"**

## The Cox Difference

Competitive salaries

\*FREE internet and other Cox  
discounted services

Medical, dental, and vision  
benefits first day of employment!

Work-life balance, including generous  
paid time off policy

\*Where Cox Communications service is available