

UNLEASH YOUR POTENTIAL WITH A CAREER AT COX COMMUNICATIONS

Call Center Customer Service Representative (Technical Support)

Successful candidates should expect to:



Exceeds our customers' expectations by providing top-notch customer service



Engage in real-time troubleshooting with customers to resolve technical issues



Sell additional or upgraded services while providing a quality customer experience

Primary Responsibilities and Essential Functions

- Work in an energetic call center environment answering inbound customer calls concerning inquiries about one or more Cox products.
- Troubleshoot the root cause of customer problems and identify the action required (using company databases, customer information, and collaboration with other departments) to resolve issue and schedule service appointments when necessary.
- Provide total customer service by asking questions and listening to customers in order to understand their needs, requests, or problems while identifying sales and up-selling opportunities that will drive additional revenue for the company.
- Build customer loyalty by placing follow-up calls to customers after receiving acknowledgment of action taken by other Cox departments.
- Meet monthly key performance metrics for promoting & selling products and services that align to our customer's needs.
- Keep customer informed about progress by checking the status of work orders in customer record system.
- Provide seamless customer experience through documenting call details & new account information into the computer system & completing any forms required to request action by other departments.



HS diploma, GED, or relevant work experience



6 months work experience providing service directly to customers



6 months experience using a computer in a work or non-work setting

Qualifications

Minimum:

- High school graduate or GED or equivalent work experience
- 6 months work experience providing service directly to customers
- 6 months experience using a computer in a work or non-work setting
- Eligibility to work in the United States

Preferred:

- 6 or more months experience troubleshooting basic hardware, software, and/or connectivity issues
- 6 or more months experience working in a position that requires meeting sales goals
- 1 to 2 years of work experience in a customer service role, not specific to just call center
- Keen aptitude for helping customers and a customer experience focus
- Enthusiastic and personable, with the ability to adapt and thrive in constant change
- Previous telecommunications experience
- Strong computer skills and be able to navigate through multiple screens

Apply now at jobs.cox.com

Cox is an equal employment opportunity employer, disabled/protected/veteran and a wholly owned subsidiary of Cox Enterprises. Learn more at: www.cox.com.



All details are subject to change.

SEE WHAT OUR CENTER OF EXCELLENCE HAS TO OFFER

Phoenix, AZ



Rate of Pay

As part of a customer experience driven team, you will earn an hourly rate of \$15.57.



Operating Hours

7 days a week
24 hours daily
Must be available to work any shift during hours of operations



Training

Phase 1: 6 weeks of training Mon - Fri: 10am - 7pm
First day of training: 8am-5pm
Phase 2: 6 weeks of on-the-job training Mon - Fri: 10am - 7pm
Phase 3: Live production on the phones, schedules based on business need (for new hires, typically shifts are evenings and weekends)
During training, no approved time off

Benefits and Location Perks



Medical, Dental, and Vision Benefits effective on day one. Paid Parental Leave eligibility after 1 year. Cox covers 85% of premiums!



Retirement benefits including highly competitive 401(k) matching



\$5,250 tuition reimbursement annually upon eligibility for job related courses, degrees and certifications



Employee assistance program



Free or reduced rate on Cox products and services where available (Internet, Television, Phone, Home Security)



Onsite health screening and flu shots



Paid Time Off – on day one begin accruing 176 maximum hours per year/14.67 hours per month to plan days off in advance.



Flexible work options (work from home) are available



Employee Referral Program- \$500 bonus



Amplifi - rewards and recognition program where you earn points that can be redeemed for merchandise like entertainment, movie tickets, etc.



Onsite café



Opportunity to win great prizes and trips for great performance



Ongoing training & development



Fun environment—game room with ping pong and pool table



Near I-17 and Loop 101—½ mile north of the 101 Freeway and 1 mile east of I-17



Located on Deer Valley Road between 19th Avenue and the Deer Valley Airport

Nearby Shopping Malls, Entertainment, and Restaurants



Walking Distance Dining: Office is close to multiple eating options including walking distance to an onsite café plus Culvers, Subway and Pork on a Fork (an award-winning barbeque restaurant) minutes away.



Nearby Dining: Within 5-10 minutes driving, there are multiple other eating options, from fast food, pizzerias to full service restaurants. These include PF Chang's, Logan's Roadhouse, Texas Roadhouse, Mellow Mushroom, Buffalo Wild Wings, and TGI Friday's.



Nearby Shopping, Dining, and Entertainment: The Shops at Norterra: (5-10 minutes away) outdoor shopping mall equipped with restaurants, movie theatre, shopping and hotels.

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