

# RETAIL SALES CONSULTANT - FULL TIME MAY CLASS - BILINGUAL PREFERRED (HOUSTON)

Houston, TX

- **Requisition #:**
- **Job Type:** Full Time
- **Location:** Houston, TX
- **Team:** Sales
- **Pub Date:** 4/10/17

## **Job Summary:**

Our XFINITY Retail Stores represents a significant sales and service channel in the company serving over 30 million customers every year. Join us as we continue to evolve into a world-class national retailer, bringing together immersive in-store sales and service experiences. Our stores have always been a place where customers could find a friendly expert to help with routine service. Now we are so much more! Our stores have become a place where customers can experience our products and services in convenient locations. Additionally, customers can purchase the latest consumer electronics products that enhance home entertainment, home connectivity and their mobile experiences.

Being the face of XFINITY, our Retail Sales & Service Consultants are responsible for assisting customers with all aspects sales and service ensuring an excellent customer experience. Using your knowledge, tools & technology along with a passion and desire to help; you will customize a unique solution to each customer.

Product & service offerings include:

XFINITY TV  
XFINITY Internet  
XFINITY Voice  
XFINITY Home

## **Primary Responsibilities:**

- Deep understanding of XFINITY products and services; effectively inform and educate customers
- Provide product demonstrations to illustrate to customers how XFINITY products and services improve the customers' lives.
- Understand XFINITY products capabilities and how they outperform the competition.
- Evaluate customer's potential product needs and tailor XFINITY solution to meet customer video, data, voice, and connected home requirements.
- Set high standard by meeting or exceeding sales & customer satisfaction goals.

- Support store operations including inventory, equipment transactions and payment activity.
- Thrive in a fast paced, high-energy, rapidly changing environment.
- Responsible for immersive customer onboarding experience ensuring the customer fully understands how to use XFINITY products and services including XFINITY Apps.
- Complies with all operational policies and procedures and Comcast code of conduct
- Completes all courses in the training curriculum.
- Must be able to work a flexible schedule that includes evenings, weekends and certain holidays. May be asked to work in alternate XFINITY Stores outside of home base store. Regular, consistent and punctual attendance.
- Require standing for extended periods of time servicing customers

**Core Responsibilities:**

- Provide strong understanding and enthusiasm around technology, especially around Comcast products and services. Maintain detailed sales product knowledge, including competitive information.
- Provide superior customer service with all customer interactions.
- Evaluate customers' potential product needs and make appropriate recommendations.
- Utilize retention techniques to proactively retain existing customers from canceling service.
- Meet or exceed sales quotas in an accountability-based culture.
- Manage store inventory, process equipment transactions, and handle high volumes of cash and other payment activity with a focus of maximizing the customer experience.
- Work in a fast paced, high-volume environment and, where applicable, cover multiple store locations throughout the operating area; may be asked to travel to other Customer Service Centers to offer additional support.
- Regular, consistent and punctual attendance. Must be able to work nights and weekends, variable schedule(s) and overtime as necessary.
- Other duties and responsibilities as assigned.

**Job Specification:**

- High School Degree or Equivalent
- Generally requires 1-3 years related experience

**Preferred Qualification:**

- Generally requires 1-3 years related experience; prefer consumer electronics/wireless/telecommunications retail sales experience
- Must enjoy interacting with people
- Committed to providing world class customer experience
- Warm & engaging-ability to develop rapport quickly
- Positive, 'I can help you with that' attitude
- Genuinely curious about customer needs
- Solution orientated
- Strong communication skills

- Consultative selling approach
- Passion for technology
- Desire to learn
- Ability to excel in dynamic environment

Comcast is an EOE/Veterans/Disabled/LGBT employer

# XFINITY SALES ASSOCIATE

## Houston, TX

- **Requisition #:**
- **Job Type:** Full Time
- **Location:** Houston, TX
- **Team:** Sales
- **Pub Date:** 4/10/17

COME FACE-TO-FACE  
WITH THE FUTURE OF AWESOME

Give your sales career  
The power of XFINITY

XFINITY's suite of products and services offer customers just about everything they need to manage their entertainment, information and even home automation and home security needs. And if you have the special qualities we're seeking – tenacity, good listening skills, a tech mindset and the ability to structure and close a sale – we could do great things together!

We're looking for motivated, determined and highly personable individuals to be the "face" of XFINITY. You'll sell and promote the full range of products with focus on video, high-speed Internet and phone services. Working a flexible assigned schedule, you'll use your exceptional interpersonal and consulting skills to listen closely to each customer's needs, explain our products and services in-depth; and recommend the right solutions. This could involve calling on potential new customers, upgrading an existing customer's services, and even winning back former customers – you've got to be flexible and ready for anything!

Comprehensive, ongoing training in all of our products and services will keep you up speed and ready to sell anything. And your managers and sales support team will have your back --going on ride-alongs, attending weekly team huddles and giving you the tools you need to thrive. You'll even be given an iPad to let you demo our products in real time with your customers!

A high school diploma or the equivalent is required; related experience is strongly preferred. In return, we provide an exceptionally supportive team environment, a generous commission (no cap on earnings) and a strong benefits package. Your talent and tenacity will take care of the rest. If you're eager to see where the future of awesome can take you, we'd like to hear from you.

Comcast is an EOE/Veterans/Disabled/LGBT employer

# COMMUNICATION TECHNICIAN 1, INSTALLATION & SERVICE

## Houston, TX

- **Requisition #:**
- **Job Type:** Full Time
- **Location:** Houston, TX
- **Team:** Tech and Field Operations
- **Pub Date:** 4/3/17

### CONNECTING CUSTOMERS TO THE TECHNOLOGY THEY DEMAND

Get your foot in the door to  
an awesome future.

The demand for XFINITY products and services continues to grow, giving YOU a great opportunity to grow your career. As one of our Communications Technicians, you'll connect customers to our many state-of-the-art offerings while building a solid foundation for your professional future.

In this entry-level role, you will work independently in customers' homes and outdoors to install XFINITY products and services or troubleshoot reported issues as quickly as possible. During these visits, you'll build rapport with customers to ensure a positive experience each and every time.

As you develop expertise in all of our offerings, you will be given opportunities to advance throughout our organization. What's more, you'll have the chance to receive performance-based recognition and rewards that signify your success.

To excel in this role, you must have superior communication, interpersonal and problem-solving skills and the ability to work well under pressure. A high school diploma or the equivalent is required. Up to 2 years of related experience is a plus, but not required.

We provide a robust training program, a supportive team environment and much more. If you're ready to make the most of your talents, we want to hear from you. Please proceed using the link below to review the full job description including experience requirements in our Applicant Tracking System.

Comcast is an EOE/Veterans/Disabled/LGBT employer

# CUSTOMER EXPERIENCE REP (REPAIR)

Houston, TX

- **Requisition #:** 159604
- **Job Type:** Full Time
- **Location:** Houston, TX
- **Team:** Customer Care
- **Pub Date:** 5/8/17

Be the Front Line to our Customers'  
Connection to the World

When XFINITY customers contact us with questions or an issue, we need to be prepared to handle any unique request. That means we need skilled problem-solvers ready to listen and engage thoughtfully with customers as they multitask, create relationships, and think on their feet. People who are able to turn any situation around by providing resolution - and bring top personalized service to each and every customer.

XFINITY'S Customer Service Account Executives are the all-around, front line customer resource, handling everything from technical questions about our products and equipment, addressing billing issues, promoting and selling new products and services (including XFINITY HOME), and creating conversations that place our customers at the center of our business. Changing the customer experience, each customer at a time.

For this essential role, you'll need a high school diploma or the equivalent, along with the flexibility to work overtime and weekends. And if you're fluent in another language, certain locations have amazing bilingual opportunities available!

Are you ready for a sales-oriented role that engages with our customers while helping them connect to the world? If you want to excel in your sales career, all while having exceptional support in a collaborative team setting, we'd like to hear from you.

To learn more about this and other exciting opportunities, use the link below to review the full job description, including experience requirements, and complete an application.

Comcast is an EOE/Veterans/Disabled/LGBT employer