

UNLEASH YOUR POTENTIAL WITH A CAREER AT COX COMMUNICATIONS

# Call Center Customer Service Representative (Account Services)

Successful candidates should expect to:



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



**Respond to inbound customer questions, problems, and requests** regarding account-related services



**Sell additional or upgraded services** while providing a quality customer experience

## Primary Responsibilities and Essential Functions

- Work in an energetic call center environment delivering excellent customer care by greeting customers, asking questions, and actively listening to customers to understand their needs or requests.
- Educate customers on billing details, Cox policies and procedures concerning prices, billing and service.
- Perform any necessary calculations pertaining to fees, time periods, or dates.
- Exceed our customer expectations by documenting call details and new account information into the system and completing any forms required to request action by other departments.
- Build customer loyalty by resolving customer problems on the first call.
- Meet monthly key performance metrics for promoting & selling products and services that align to our customer's needs.
- Provide customer support by asking questions and listening to customers in order to understand their needs, requests, or problems while identifying up-selling opportunities.
- Other duties as assigned.



**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:

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

### Preferred:

- 6+ months experience working in a position that requires meeting sales goals
- 1 - 2 years work experience in a customer service role, not specific to just call center
- Strong aptitude for helping customers and a customer experience focus
- Enthusiastic and personable
- Must be able to work in a call center or highly structured environment
- Strong computer skills and be able to navigate through multiple screens
- Ability to adapt to constant change
- Demonstrated solid work history

**Apply now at [jobs.cox.com](https://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](https://www.cox.com).



All details 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 \$14.67.



## Operating Hours

Mon - Fri: 5am - 9pm  
Sat: 6am - 7pm, Sun: Closed  
Must be available to work any shift during hours of operations



## Training

**Phase 1:** 5 weeks of classroom 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 & recognition program where you earn points that can be redeemed for merchandise like entertainment, movie tickets, etc.



Opportunity to win great prizes and trips for great performance



Ongoing training and development (Learn@Cox)



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



Onsite café

## 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 barbecue 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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