



## Call Center Customer Retention Representative

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 is looking for sharp talent to join our team and be the voice of our brand. As a Customer Retention Representative, you will play a pivotal role in the continued stability and growth of our organization by serving as a front-line representative of the Cox brand in a retention sales capacity.

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

- Responds to call center customer retention calls for all Cox residential services and product lines.
- 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 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 "Phoenix Retention"  
or scroll down page to find exact job title.**

**Opportunity**  
**Growth**  
**Benefits**  
**Community**

At Cox, you don't just have a job, but the opportunity to grow and advance across many dynamic industries