



Verizon Wireless Customer Relations Center – Customer Specialist

Thank you for your interest in our **Customer Specialist** position at our call center in Albuquerque, NM!



Who we are

Verizon Wireless owns and operates the nation's most reliable wireless network, serving over 90 million voice and data customers. Headquartered in Basking Ridge, New Jersey, Verizon Wireless is a joint venture between Verizon Communications and Vodafone.



What we offer our Customer Specialists

Beyond a progressive environment, we offer a competitive salary, a structured **Career Progression** program and a comprehensive benefits plan featuring:

- ◆ Industry-leading medical, dental, and 401K available on your first day of employment
- ◆ Award-winning employee training and career development programs
- ◆ Tuition Assistance
- ◆ Discount Employee Phone Program
- ◆ Life Insurance
- ◆ The full-time position pays \$27,000 per year. {The part-time position pays \$12.98 per hour. }
- ◆ For qualified bilingual employees, a pay differential of \$1,500 annually (if applicable)
- ◆ Performance-based yearly incentive/bonus pay
- ◆ Incentives for various shifts and/or holiday work



Customer Specialist Job Description

In this position, you would work in a fast-paced, intense, results-oriented environment. Your main responsibilities would be handling inbound customer calls while using a computer terminal, researching and resolving billing inquiries, explaining our products and services, troubleshooting service and equipment questions and identifying opportunities to sell additional wireless solutions to customers.



Customer Specialist Progression Program

After as little as 6 months of successful performance in this role, you will have the opportunity to progress to the **Customer Advocate** role which includes expanded responsibilities and up to a 5% base pay increase. Additional opportunities to progress are available after 6 months of successful performance in the Customer Advocate role.



Customer Relations Center Hours and Work Schedule

Our Customer Specialists work with others to promote an environment offering 100% customer satisfaction. Each rep handles 40-58 calls per day with scheduled breaks and lunches. We have {full-time/ both full and part-time} positions available.

Our **customer relations center hours** are 6a.m. – 12a.m., 7 days a week, 365 days a year. Work schedules do rotate from time to time, some holidays may be required, and overtime is offered on a volunteer basis.

Your initial work schedule (“shift”) will depend on the available hours in the call center. The call center organization conducts a shift bid process two times per year. The shift bid process is based on a ranking of employees based on a combination of tenure and performance.



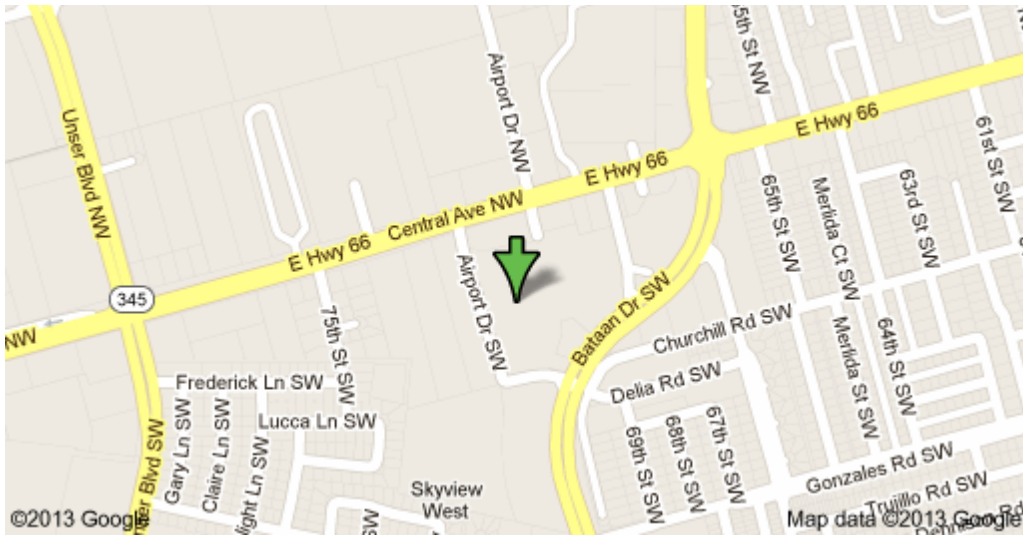
Customer Specialist Training

Training and transition is paid at your regular pay rate; it is 16 weeks in length, Monday – Friday 10am – 7pm for the first 8 weeks and Saturday – Wednesday 11am – 8pm for the remaining 8 weeks.



Potential Candidates Must....

- ◆ Have the ability to work in a fast-paced, intense, and results-oriented environment.
- ◆ Be willing to learn and be responsible for a wide variety of product and service information and able to multi-task by listening to the customer, sharing information, and troubleshooting issues.
- ◆ Have the ability to work with frustrated customers and be able to effectively and efficiently handle this type of call.
- ◆ Be able to integrate information from multiple online resources.
- ◆ Be able to adapt to changes at work (products, services, policies).
- ◆ Be willing to sell wireless services/upgrades/features to customers.
- ◆ Be able to work shift work anytime from 6a.m. – 12 a.m. in a call center that is open 365 days a year.



Directions to the Customer Relations Center:

Our address is 7000 Central Ave. SW, Albuquerque, NM 87121

From I-40 exit Coors South then continue to Central Avenue

Turn right on Central Avenue

The Verizon Wireless Customer Relations Center will be on the left

Turn on Airport Rd to enter



We Are Verizon Wireless

We have work because our customers value our high-quality communications services.

We deliver superior customer experiences through our products and our actions. Everything we do we build on a strong network, systems and process foundation. The quality and reliability of the products we deliver are paramount. Customers pay us to provide them with services that they can rely on.

We focus outward on the customer, not inward. We make it easy for customers to do business with us, by listening, anticipating and responding to their needs.

We know our products and can explain them to customers. We focus on fundamental execution. We are accountable and we follow through with a sense of urgency. We know that having the highest ethical standards is a competitive advantage.

We know teamwork enables us to serve our customers better and faster.

We embrace diversity and personal development not only because it's the right thing to do, but also because it's smart business. We are driven not by ego but by accomplishments. We keep our commitments to each other and our customers. Our word is our contract. We respect and trust one another, communicating openly, candidly and directly since any other way is unfair and a waste of time. We voice our opinion and exercise constructive dissent, and then rally around the agreed-upon action with our full support. Any one of us can deliver a view or idea to anyone else, and listen to and value another's view regardless of title or level. Ideas live and die on their merits rather than where they were invented.

We believe integrity is at the core of who we are. It establishes the trust that is critical to the relationships we have.

We are committed to do the right thing and follow sound business practices in dealing with our customers, suppliers, owners and competitors. Our competitors are not enemies; they are challengers who drive us to improve. We are good corporate citizens and share our success with the community to make the world in which we work better than it was yesterday.

We know that bigness is not our strength, best is our strength.

Bureaucracy is an enemy. We fight every day to stay "small" and keep bureaucracy out. We are more agile than companies a fraction of our size, because we act fast and take risks every day. We see crisis and change as opportunities, not threats. We run to a crisis, not away. Change energizes us. We work hard, take action and take personal accountability for getting things done. Our actions produce measurable results. Everything we do is built on the strong foundation of our corporate values. We work 24x7 because our customers depend on us 24x7. We know our best was good for today. Tomorrow we'll do better.



Double-Check Your Answers... It's That Important!

Thank you for your interest in Verizon Wireless! We are excited that you are ready to join in and be a part of the Company that has the Nation's Most Reliable Wireless Network. It is very important that the information you enter or may have already entered in response to every question on your application be complete and accurate.

As part of our hiring process it is important for you to know that we conduct a thorough background check, contact references, and verify all other information on your application including education completed, criminal offenses, and traffic violations. In addition, if you are offered a position with Verizon Wireless you will be required to successfully pass a drug test.

If you have any questions or need to make any changes to your application, please talk with Human Resources immediately. If you are offered a position, changes to your application will not be accepted after that time.

Please know that failing to disclose information on your application and/or providing incomplete or inaccurate data is considered a falsification on your application and would disqualify you from employment opportunities with our Company.