

T-Mobile Neighborhood Retailer Sales Associate

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Company: GP Mobile, An Authorized T-Mobile Retailer (East Coast)

Location: Wilmington

Category: other-general

Chase #LimitlessPotential at GP Mobile, an Authorized T-Mobile Retailer!

GP Mobile, is one of the largest Authorized T-Mobile Retailers in the US!

Seeking candidates with a hustle and ambition for unlimited potential.

If you want to earn unlimited commissions while working in a fun, fast-paced environment, GP Mobile is the place to be! We have FT and PT positions available.

Se prefieren hablantes bilingües de español, pero no se requieren.

Why Join Our Team? #LimitlessPotential #CareerGrowth #ConnectedCulture

Be unstoppable with us!

Job Overview

Retail Sales Representatives (RSR) work as a member of a Retail Team of Experts to bring

the T-Mobile brand to life. They're brand ambassadors who build energy and excitement around our products and services. They are passionate about the connected world and thrive in a fast-paced environment, where technology innovations, customer needs, and the Retail experience are continuously evolving. They immerse themselves in significant connections with our customers, and their ability to build new and deepen existing relationships is unmatched across the wireless industry. They continuously work to build expertise in uncovering our customers' needs and have a passion to educate, demonstrate and recommend device and service solutions. This role is a learning role, where new associates are working with their team and proactively building skills and proficiencies. As a Retail Sales Representative, you will be required to successfully complete new employee training.

Job Responsibilities:

Builds proficiency related to serving and selling to our customers, while providing a world-class customer experience and building loyalty by:

- Helping customers pick up right where they left off in their shopping journey, whether online, through Customer Care or in-store.
- Exploring individual needs and providing hands-on demonstrations of the latest and greatest technology in-store.
- Side-by-side selling to find personalized solutions beyond the bare-bones device and service plan that keep our customers connected to the people and lifestyle they love, including anything from unique accessories cutting-edge IoT devices.

- Approaching service and sales needs with composure, integrity, and compassion.

Becomes skilled with and consistently uses digital tools in interactions and onboarding to actively demonstrate:

- How our ever-expanding coverage stacks up in our customer's neighborhood, providing them with a lightning-fast LTE network
- Why T-Mobile plans and services will let our customers live unlimited, feel the love, stay connected and go further.
- Completes training on T-Mobile in-store experience, new skills and processes, knowledge of systems and reference resources.
- Makes the most of their time on shift, consistently seeking out information between customers, learning about innovations in wireless and technology.

Establishes relationships with and partners with T-Mobile employees across channels, including business and customer service to:

- Collectively own the customer experience and resolve issues, creating a seamless, run-around-free environment.
- Successfully identify and hand off small business leads.

- Support team initiatives and create an inclusive environment

The experience you'll bring:

Passionate customer advocate with the desire to be yourself when connecting and having fun doing it!

Competitive drive and proven ability to succeed in a fast-paced sales environment.

Willingness to work alongside peers and store leaders, learning and sharing ideas, while serving customers and providing resolutions to issues.

Effective at balancing customer needs and performance goals.

6 months of customer service and/or sales experience, Retail environment preferred.

Okay. You've seen what we're looking for and you're up to the challenge. Here's what we can offer you in exchange for your world-class work:

Competitive base pay plus milestone bonuses

Benefits for part-time and full-time associates

Medical, dental and vision benefits

Generous paid time-off programs

Phone service discounts

Serious growth potential for your career!

Requirements:

- At least 18 years of age
- Legally authorized to work in the United States
- High School Diploma or GED
- Bilingual candidates encourage to apply

This is an opportunity to do something special and join a company revolutionizing the wireless industry. And we couldn't do it without someone like you. So, what do you say? **Isn't it time you explored what could become the career move of a lifetime? We invite you to apply today!**

#NeverStopGrowing

GP Mobile doesn't have a corporate ladder—it's more like a jungle gym of possibilities! We love helping our employees grow in their careers, because it's that shared drive to aim high that drives our business and our culture forward.

Don't meet every single requirement? Studies have shown that women and people of color are less likely to apply to jobs unless they meet every single qualification. At GP Mobile we are dedicated to building a diverse, inclusive, and authentic workplace, so if you're excited about this role but your experience doesn't align perfectly with every qualification in the job description, we encourage you to apply anyways. You may be just the right candidate for this or other roles.

At GP Mobile, A T-Mobile Premium Retailer, we strongly encourage everyone, including people of color, veterans, military spouses, individuals with disabilities, lesbian, gay, bisexual, transgender, queer and non-binary people, and parents to apply. We are an equal opportunity employer and welcome everyone to our team.

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