As a Verizon Wireless Experience Specialist, you'll use your excellent customer service and communication skills to create powerful in-store experiences for our customers. You'll not only introduce our customers to Verizon Wireless and showcase our technologies you'll fuel customer loyalty by empowering them with technical knowledge that can improve the way they live, work and play.

Responsibilities

As a confident, professional individual with a rich understanding of VZW technology and services, you will:

- Deliver the ultimate Verizon Wireless customer experience in our retail stores
- Create a welcoming and exciting store environment
- Introduce customers to the store, direct customer traffic and promote store exploration
- Ensure customers needs are met in a timely manner
- Quickly and completely resolve customer issues
- Deliver the ultimate one-on-one coaching experience to customers as you demonstrate product and accessory functionality
- Facilitate wireless workshops where you will work with groups of customers to demonstrate and educate them on a variety of technology solutions, including the latest and greatest smart phones, tablets and smart accessories
- Sell solutions and process customer transactions
- Contribute to the overall health and performance of your retail store by supporting daily business operations, including selling technology solutions, stocking inventory, and processing customer transactions when needed
- Ensure that all interactive displays are operational

Qualifications

Are you a good fit for the Experience Specialist role? A 2-year degree or at least 1 year of relevant work experience is required for this position. Full time positions also require flexible schedule availability including evenings and weekends (may differ for Part Time positions). A four-year degree is strongly preferred.

Additionally, the following skills and attributes will be integral to your success:

- Excellent communication skills
- Comfortable presenting to small and large groups
- Passionate about teaching others
- Passionate about technology
- Resourceful
- Motivated to learn
- Comfortable in a fast-paced, dynamic environment
- Exceptional relationship-building skills
- Professionalism and poise

Thank you,