

# Live in the Now! Join the Wireless Revolution . . .



- ✓ Do you enjoy Technical Troubleshooting?
- ✓ Ready to take your Sales and Customer Service Career to the next level?
- ✓ Do you pride yourself in your problem solving ability?

## Hiring Account Services/Retention Specialists

We're looking for passionate, confident and committed individuals who have a focus on quality, customer satisfaction and resolution; people with the skills and attitudes to deliver a best in class customer experience. In order to retain our customers, our Specialists will be required to educate and offer products and services that would most benefit the customer. As a result, strong problem solving and negotiation skills are necessary for this position.

### Minimum Requirements

- 3-5 years sales/customer service experience; prefer prior negotiating experience
- Ability to learn technically challenging information quickly
- Intermediate/Advance computer skills using Windows based systems and databases
- Ability to work a flexible schedule, including nights and weekends
- College degree preferred but not required
- Previous supervisory experience a plus, as these are escalated calls
- Good overall knowledge of wireless devices/networking concepts is strongly preferred.

**What's in it for you? Simply everything!**

### Benefits Offered

- Salary of \$29k/year base + monthly commissions
- Medical, Dental and Vision Benefits
- 401k & Employee Stock purchase plan
- FREE Wireless Service, Paid Training
- 10% shift differential for hours worked after 6 p.m.

### **Attend an upcoming recruitment event!**

- Thursday, August 19, 2010 @ 10:00 AM
- Rancho Cordova Career Center, 10381 Old Placerville Rd., #150, 95827
- Call (916)255-3255 to reserve your space!

**You can also apply online at**  
[www.sprint.com/callcenterjobs](http://www.sprint.com/callcenterjobs)

*Sprint is proud to be an EEO/AA employer. We value diversity and offer a quality workplace. The single largest factor to the success of Sprint resides with our employees. We value their efforts and provide them with a competitive benefits package. To review the basics of this top-notch benefit package, visit <http://www.sprint.com/hr/benefits.html>*

