

STUDENT JOB OPPORTUNITIES

AT&T Spearhead Mobility

Contact Person: **Steve Turak- Sales Manager**
Titles: **Customer Advocate**
Address: **6812 Rochester Rd.**
Troy, MI 48085
Phone: **248-370-5888**
Email: **NA**
Web Address: **www.spearheadmobility.com**
Start / Finish Time: **Store Hours: 10-7 Monday - Saturday 11-6- Sunday**
Hours Week: **40 hours**
Rate Of Pay: **Starting at \$13/hr plus commission**
Work Comp / Liab. Insc.: **YES**
Job Responsibilities: **Customer service: interact in a professional, friendly manner; provide guests with professional wisdom; develop and maintain business relationships with the community. Assist with retail merchandising duties. Demonstrate integrity and respect with guests and coworkers. Assist with other tasks and duties.**
NOTES: *Must be 18 or older.*

This Job is Open to ALL students who meet requirements.

Apply NOW!

Contact Owner by Phone or Email

CoOp / Externship Credits available if you are in a CTE related program.

Contact Mr. Hintze, LCPS CoOp / Externship Coordinator for details on Jobs or Externships.

HINTZE: hintzmi@lc-ps.org

Why Join Spearhead Mobility?

Learn more, earn more! Join a growing company with start-up enthusiasm. Help us upend the wireless retail market as an exclusive AT&T partner. Teamwork, trust, service, mentorship, and empowerment — these are the qualities engrained in our family culture we're inviting you to join. Work with people who love their job, want to make a difference to others, and see unlimited opportunities in individual and team success!

What is your role?

As a Customer Advocate, you'll be responsible for their overall experience, providing wireless and entertainment solutions to our in-store and at-home guests. You'll get valuable hands-on training from mentors, advancement opportunities, base + commissions, bonuses, and a fun work environment!

As a Customer Advocate, you will receive:

- Competitive Compensation
- Mentoring
- Unlimited Commissions Potential (Yes: Unlimited!)
- Performance based Cash Bonuses
- Annual Sales Trip
- 57% Discounts on AT&T plans up to 5 lines
- Professional Development & Opportunities for Career Advancement
- Medical / Dental / Vision
- Paid Time-Off
- 401K
- Health Saving Account (Employer contributions)
- Life Insurance
- Long-Term Disability (LTD) Insurance
- Start-up / Family Culture
- Employee Assistance Program (counseling on health and wellness, work life balance, and concierge services)
- Corporate Discounts (concert & sporting event tickets, restaurants, hotels, gyms, childcare, rental cars, and more!)

DUTIES AND RESPONSIBILITIES:

Brainstorm and identify ways of increasing sales to meet monthly sales goals individually as a team
Welcome all guests in a professional and friendly manner both in-store, on the phone, and out in the field
Cultivate an outstanding guest experience — provide guests with professional wisdom and advocate for the most appropriate products and AT&T solutions to meet their needs
Develop and maintain business relationships within the community
Participate and assist in marketing efforts to solicit and promote new business inside and outside of the retail store
Assist with retail merchandizing duties, like completing product inventory, maintaining a world-class retail environment, and cashier duties
Demonstrate integrity and respect when interacting with guests and co-workers
Troubleshoot and diagnose wireless products through Service & Repair procedures
Assist with other tasks and duties

Requirements:

- High school diploma or equivalent; 2 year/associate's degree preferred
- Excellent communication, interpersonal, and effective problem-solving skills
- Strong organizational and time management skills
- Professional, energetic, motivated, and positive attitude
- Basic math, internet, and technology skills
- Previous experience in sales, hospitality, restaurant, or service industry preferred.
- Availability of flexible scheduling to include days, evenings, and weekends
- Good driving record & reliable transportation
- Excellent references; must pass a background check.
- This position involves sitting, standing, walking, reaching, bending and light to moderate lifting

Apply for Customer Advocate using the link below:

- https://workforcenow.adp.com/mascsr/default/mdf/recruitment/recruitment.html?cid=a18022c3-0936-4224-9bce-39bb64d671af&ccId=19000101_000001&jobId=352507&lang=en_US&source=CC4