

Solutions Specialist

Thank you for your interest in the Solutions Specialist position at our retail store in

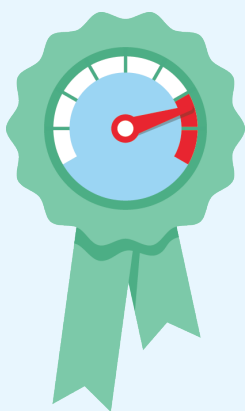
Who We Are

We're Verizon – the people behind America's fastest and most reliable network. But wait, there's more. We're also leading the way in cloud and security solutions, Internet of Things and video entertainment. You can learn more about our culture by checking out our [credo](#).

Job Overview

As a Solutions Specialist, you'll use your exceptional knowledge of and passion for technology, professionalism, plus people and sales skills to create the ultimate in-store experience. That means impacting and improving our customers' lives by delivering personalized solutions equipping them with powerful devices, and providing recommendations and product demonstrations. You'll also build our customer base and foster long-term relationships by providing superior service and proactively contacting customers to ensure they're getting the most out of our products and services.

Responsibilities & Requirements



As a Solutions Specialist, you'll use your exceptional knowledge and passion for technology, you'll:

- Inspire and excite customers about how our solutions can impact their lives
- Achieve aggressive monthly quotas and have a significant portion of monthly income based upon sales commissions
- Facilitate customer discovery and learning in retail store
- Actively listen to and analyze customer needs
- Demonstrate passion and commitment to connecting and building relationships with customers
- Demonstrate commitment to professionalism, integrity, and exceeding customer expectations at all times
- Ensure customer satisfaction at all times by resolving customer issues in a timely manner
- Position value-added solutions to customers and close sales
- Continuously develop your expertise on a wide variety of products and services such as tablets, smartphones, smart accessories and related data and voice plans

- Learn and implement VZW sales techniques and methods
- Demonstrate the team-focused attitude necessary to work effectively in a team-driven work environment
- Multitask while working with customers and navigating VZW systems
- Process customer transactions and audit cash receipts
- Deliver world-class product set-up and coaching
- Remain focused and productive in a fast-paced and results-oriented environment that offers very little downtime
- Work retail hours set by the Store Manager in a store that is open days a week



What We Offer

We truly value our employees' contributions to our success. That's why we provide them with a suite of benefits designed to help them meet their professional goals and personal needs. When you join us, you'll enjoy a competitive salary and benefits so robust we call them Total Rewards:

- The -Time position pays \$
- Monthly commissions are paid based on sales attainment (\$
- Target quarterly incentive of \$ (if applicable)
- Medical, including prescription drug and vision care
- 401(k) savings plan with excellent company-matching contributions
- Tuition assistance
- On-the-job-training
- Discounts on Verizon products and services



To view our full suite of benefits, visit www.verizon.com/about/careers/benefits

Work Schedules & Store Hours

We currently have -time positions available. Work schedules vary from week to week; some holidays may be required; and overtime is offered on a volunteer basis. Schedules will also change based on business needs and may include working evening and/or weekends.

Our retail store hours are - days a week, days a year.



Training

We offer award-winning training designed to enrich your knowledge, enhance your expertise, and maximize your professional potential and success. There is a paid training period that lasts weeks. The training schedule is

Because sometimes careers need upgrading too.

Why settle for second best? By choosing to bring your career to Verizon, you won't have to. You'll enjoy a culture that recognizes achievement, encourages growth and rewards excellence.

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[verizon.com/jobs](https://www.verizon.com/jobs)

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Verizon is an equal opportunity employer/disability/vet

