T-Mobile: Mobile Associate-Retail Sales
Part-Time

At T-Mobile, we invest in YOU! Our Total Rewards Package ensures that employees get the same big love we give our customers. All team members receive a competitive base salary and compensation package - this is Total Rewards. Employees enjoy multiple wealth-building opportunities through our annual stock grant, employee stock purchase plan, 401(k), and access to free, year-round money coaches. That's how we're UNSTOPPABLE for our employees!

Job Overview

This role supports retail operations by engaging customers and facilitating their technology and service needs in a fast-paced environment. It involves building product knowledge, demonstrating technology solutions, and assisting customers throughout their shopping journey. The role requires developing skills in customer interaction, digital tool usage, and service plan recommendations. Success is measured by customer satisfaction, proficiency in product knowledge, and effective use of digital resources. The work enhances customer experience and supports organizational goals by fostering strong customer relationships and loyalty.

Job Responsibilities:

- Develop proficiency in customer service and sales to deliver personalized technology and service solutions that meet individual needs
- Utilize digital tools to demonstrate network coverage, service plans, and product features to enhance customer understanding and engagement
- Complete required training to build knowledge of retail processes, systems, and wireless technology innovations
- Collaborate with colleagues across channels to support a seamless customer experience and contribute to team initiatives
- Also responsible for other duties/projects as assigned by business management as needed

Education and Work Experience:

- High School Diploma/GED (Required)
- 6 months of customer service and/or sales experience, Retail environment. (Preferred)

Knowledge, Skills and Abilities:

- Change Agility (Required)
- Communication (Required)
- Customer Problem Solving (Required)
- Customer Service (Required)
- Engaging People (Required)
- Multitasking (Required)
- Sales (Required)
- Teamwork Orientation (Required)
- At least 18 years of age
- Legally authorized to work in the United States

Travel:

Travel Required (Yes/No): No

DOT Regulated:

DOT Regulated Position (Yes/No): No
Safety Sensitive Position (Yes/No): No

Hourly Base Pay: $18.00, plus $5.00 per hour training pay.
Within the first 90 days working at T-Mobile, Mobile Associates receive on-the-job training and are eligible for hourly training pay. Once completed, Mobile Associates promote to the Mobile Expert role and become eligible for an annualized incentive target of $18,000/year. Actual incentives vary based on performance and full-time status. All employees at T-Mobile are guaranteed to earn $20/hour inclusive of base pay and incentives. And since we are ALL owners, EVERY employee at T-Mobile is eligible for an Annual Stock Grant.
At T-Mobile, our benefits exemplify the spirit of One Team, Together! A big part of how we care for one another is working to ensure our benefits evolve to meet the needs of our team members. Full and part-time employees have access to the same benefits when eligible. We cover all of the bases, offering medical, dental and vision insurance, a flexible spending account, 401(k), employee stock grants, employee stock purchase plan, paid time off and up to 12 paid holidays - which total about 4 weeks for new full-time employees and about 2.5 weeks for new part-time employees annually - paid parental and family leave, family building benefits, back-up care, enhanced family support, childcare subsidy, tuition assistance, college coaching, short- and long-term disability, voluntary AD&D coverage, voluntary accident coverage, voluntary life insurance, voluntary disability insurance, and voluntary long-term care insurance. We don't stop there - eligible employees can also receive mobile service & home internet discounts, pet insurance, and access to commuter and transit programs! To learn about T-Mobile's amazing benefits, check out *www.t-mobilebenefits.com*.
Never stop growing!

As part of the T-Mobile team, you know the Un-carrier 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. By applying for this career opportunity, you're living our values while investing in your career growth–and we applaud it. You're unstoppable!

T-Mobile USA, Inc. is an Equal Opportunity Employer. All decisions concerning the employment relationship will be made without regard to age, race, ethnicity, color, religion, creed, sex, sexual orientation, gender identity or expression, genetic information, national origin, religious affiliation, marital status, citizenship status, veteran status, the presence of any physical or mental disability, or any other status or characteristic protected by federal, state, or local law. Discrimination, retaliation or harassment based upon any of these factors is wholly inconsistent with how we do business and will not be tolerated.

Talent comes in all forms at the Un-carrier. If you are an individual with a disability and need reasonable accommodation at any point in the application or interview process, please let us know by emailing ApplicantAccommodation@t-mobile.com or calling 1-844-873-9500. Please note, this contact channel is not a means to apply for or inquire about a position and we are unable to respond to non-accommodation related requests.
T-Mobile maintains a drug-free workplace.
Applications will be accepted while the position remains posted. Internally posted positions will remain open for a minimum of 7 consecutive calendar days. External postings may be removed at any time based on business needs, candidate volume, or other operational considerations.
T-Mobile's job applications include an agreement providing that applicants and T-Mobile will arbitrate certain claims. A link to download and review the full Arbitration Agreement will be available before submission. Submitting an application indicates acceptance of the Arbitration Agreement, so applicants are encouraged to read it carefully.