



**Come to a Comcast Job Fair for
Retention Representatives Positions
at:**

**Hartford Memorial Baptist Church
18700 James Couzens Freeway, Detroit, Mi. 48235
Fellowship Hall**

**Saturday, February 4, 2012
10:00-2:00 p.m.**

Comcast is seeking full time Retention Representative for their Sterling Heights Customer Retention Call Center!

Retention Representative: \$11.75 hourly plus commission and an exceptional benefit package

Primary Function: Handle inbound calls from cable, internet, and voice customers who request service disconnection

Major Duties and Responsibilities: Save and sell the value of our video, data, and phone products by properly aligning their features, benefits and price with the wants and needs of the customers. Provide exceptional customer care across all call types including escalations, technical support and billing. Identify reasons for disconnect and overcome objections to retain customers.

Minimum Requirements:

- *High School Diploma
- *2 years of solid call center experience is considered a plus
- *Sales experience is required
- *Ability to demonstrate exceptional customer service within problem-solving/troubleshooting environment
- *Strong computer skills
- *Exceptional listening, interpersonal and problem solving skills required
- *Must be available to work evenings, weekend, holiday and overtime hours
- *Strong multi-tasking skills, strong written and oral communication skills

***All candidates need to be dressed appropriately & bring a copy of their resume**

Comcast is an Equal Employment Opportunity/Affirmative Action/Drug-Free workplace employer.