



Job Title: CAE 1, CUST SERVICE (SALES)

Requisition ID: **211842** - Posted **02/10/2020** - **United States - Maryland**

Job Summary:

Responsible for promoting and selling Comcast products and services that are both current and emerging. The Customer Account Executive (CAE) will approach sales as a way of helping our customers receive the best value for their money. CAE's must be service-oriented individuals, able to communicate effectively and display a professional and positive demeanor. The CAE relates well to the customer, thinks and exercises sound judgment, and acts responsibly in the customer's and the company's interest.

Core Responsibilities:

- Interacts with customers via telephone, e-mail, or face-to-face to assist with a variety of customer inquiries and issues. Must be able to wear telephone headset and manipulate objects such as pen, keyboard, and mouse. - Elicits and records customer information and inquiries using a computerized system.
- Stays up-to-date with current and emerging communications and entertainment technologies for both the Company and its competition.
- Recognizes, conveys, promotes, and sells products and service value. Articulates our competitive advantage. Maintains excellent oral and written communication skills, with demonstrated ability to articulate relevant information and directions in an organized and concise manner.
- Demonstrates closing techniques consistently, repeatedly, and in a timely manner.
- Demonstrates the ability to establish and maintain effective relationships with customers delivering the Comcast Quality Experience (CQE). Acts as an Ambassador for Comcast by building rapport with the customer, supporting, reassuring, and educating the customer throughout the call. - Promotes and recommends Comcast products and services based on a logical relationship to the customer's needs and interests. Enters and confirms sales when appropriate.
- Supports other lines of business as call volume dictates. - Interacts and communicates collaboratively within the sales group and other groups, as appropriate, to provide a quality customer experience.
- Achieves overall performance goals of the organization.
- Attends training as required. - Regular, consistent and punctual attendance. Must be able to work nights and weekends, variable schedule(s) and overtime as necessary. - Other duties and responsibilities as assigned.
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Job Specification:

- High School or Equivalent
- Generally requires 0-2 year's related experience
- Comcast is an EOE/Veterans/Disabled/LGBT employer

To apply:

<https://career8.successfactors.com/sfcareer/jobreqcareer?jobId=211842&company=21114P&username=>