



Customer Care Executive

The Comcast Call Center - the Center of Excitement



CUSTOMER CARE EXECUTIVE

If you're interested in customer care, it's time to turn that interest into pure excitement. Comcast offers you not only great opportunities, but great benefits as well.

Our benefits include comprehensive dental and vision plans, along with paid time off for vacations and holidays. We offer you a 401(k) retirement plan, an employee stock purchase program, tuition reimbursement, life insurance, courtesy cable and more.

Our Customer Care Executives (CAE) support our video customers with technical support of TV connections, common communication errors, basic troubleshooting of equipment, and hookup instructions.

The CAE is also responsible for identifying when a technician will be required and will schedule trouble call visits to the customer's location of service.

The CAE main duties include the following:

- Handle a high volume of incoming telephone calls, covering a range of services for customers in a prompt and professional manner while obtaining all information for resolution of transaction.
- Answer customer questions regarding billing, service problems, products and features.
- Correct errors and discrepancies on customer billings as necessary.
- Prepare work orders for maintenance requests after determining if field visits are required, and ensures appropriate follow-up procedures are met.
- Perform billing and posting of customer accounts.
- Resolve delinquent account balances.
- Obtain assistance from Coordinator or Supervisor for complex inquiries.
- Represent Comcast in professional and positive manner in all situations.
- Position is scheduled to work full-time and be available to work shifts from 6am - midnight, including weekends and holidays. Ability to work overtime as needed.
- Must have punctual and consistent attendance.

To inquire about this position,
call our Career Center: **(877) 450-0550**
or follow this link: **<http://bit.ly/bUM01N>**