Title: Retail Sales Leader
Location: Pleasanton, CA 94588

Please visit www.tmobile.jobs to apply for requisition 5099BR.

Job Description: The Sales Leader is responsible for delivering to T-Mobile's aspirations of being America's Most Highly Regarded Service Company. The Sales Leader exemplifies Delivering Customer Delight with an attitude of service to both the customer and to the employee, generates sales by leading employees and by interacting with customers. This position has dual responsibility for an individual sales contribution and for being the sales leader to the store team.

Responsibilities: Requires competency in customer focus, change & innovation, strategic thinking, relationship building & influencing, talent management, results focus and inspirational leadership. •Customer: Responsible for the overall productivity results in the store both through successful floor coaching activities and providing individual contributions when not scheduled in the floor coach role. Through the use of Delivering Customer Delight build relationships with customers and understand their needs. Deliver a strong customer experience that will allow the customer to confidently recommend T-Mobile to their friends and family. Make wireless terms, products and services seem simple and understandable. Ensure that every need the customer has when coming into the store is met before they leave, right fitting the solution and making sure you set them up for success through the customer on-boarding process. Build customers confidence by making their experience comfortable, simple and solving the whole problem. Know and use the store systems to support the Customer Experience, including the Point of Sale and Customer Account Management; give support to team when needed. •Employee: Lead and supervise sales associates in serving customers when designated as the floor coach. Coach and observe associates while they interact with customers. Share timely feedback based on observations of customer and employee interactions and/or during role playing. Plan specific goals with store manager and associates, monitor progress and follow up on successes and opportunities. Celebrate individual and team successes. Ensure Sales Associates and personal MyLearning plans are current. •Owner: Maintain a neat clean organized store environment at all times. Make staffing adjustments as appropriate to meet the needs of the business. Drive operational efficiencies to help minimize risk and protect the stores assets. Inform all associates of all relevant information and asking follow-up questions as needed. Deliver financial results based on key performance indicators. Identify ways to manage and control store expenses.

Qualifications: •Basic computer skills •Excellent communication including written and verbal skills •Ability to utilize T-Mobile Values to right fit the customer and deliver results •Prior customer service and sales experience •Ability to demonstrate sound intrapersonal skills •High School Diploma/GED.

Company Profile: As America’s Un-carrier, T-Mobile US, Inc. (NYSE: “TMUS”) is redefining the way consumers and businesses buy wireless services through leading product and service innovation. The company’s advanced nationwide 4G and 4G LTE network delivers outstanding wireless experiences for customers who are unwilling to compromise on quality and value. Based in Bellevue, Wash., T-Mobile US operates its flagship brands, T-Mobile and MetroPCS. It currently serves approximately 43 million wireless subscribers and provides products and services through 70,000 points of distribution.

EOE Statement: T-Mobile is an equal opportunity employer (EOE). We strongly support diversity in the workforce.