



Southern California Operations Job Opportunities

NEW OPENINGS

Last Updated: 01/25/2012 p.1

Location	Req #	Job Title	Recruiter	Close Date (or until filled)
Baldwin Hills, CA	132657BR	Cable Store Professional	Sara Mendoza	01/28/12
Cerritos, CA	132652BR	Business Services Account Executive I Voice Specialist	Antoinette DeLeon	01/30/12
Cerritos, CA	132220BR	Business Services Inside Account Manager	Antoinette DeLeon	01/27/12
Chatsworth, CA	132897BR	Direct Sales Representative	Amity Anderson	01/27/12
Colorado Springs, CO	132414BR	Business Services Network Support 1	Ngoc Phung	02/01/12
El Segundo, CA	132968BR	Media Relations Specialist	Melissa Fernandes	01/27/12
El Segundo, CA	132972BR	RNOC Technician II	Sylvia Pena	01/31/12
Lake Elsinore, CA	132604BR	Direct Sales Representative	Paula Barton	01/31/12
Los Angeles, CA	132829BR	Field Technician	Alicia Merrihue	01/30/12
Los Angeles, CA	132828BR	Field Technician	Alicia Merrihue	01/26/12
Santa Ana, CA	132934BR	Cable Store Professional	Paula Barton	01/31/12
Yuma, AZ	132878BR	Supervisor, Field Service	Melissa Fernandes	01/26/12

CURRENT OPENINGS

Location	Req #	Job Title	Recruiter	Close Date (or until filled)
Brea, CA	132606BR	Direct Sales Representative	Paula Barton	Until Filled
Carlsbad, CA	130068BR	Residential Account Executive	Eartha Genece	Until Filled
Cerritos, CA	131298BR	Business Services Account Executive Enterprise	Jacqueline Wright	Until Filled
Cerritos, CA	131289BR	Business Services Account Executive Enterprise - Gov/Edu	Antoinette DeLeon	Until Filled
Cerritos, CA	130794BR	Business Services Account Executive Hospitality	Antoinette DeLeon	Until Filled
Cerritos, CA	127721BR	Business Services Project Leader	Jacqueline Wright	Until Filled
Cerritos, CA	132804BR	Business Services Sr. Sales Analyst	Antoinette DeLeon	Until Filled
Cerritos, CA	132841BR	Engineer, Network	Melissa Fernandes	Until Filled
City of Industry, CA	132145BR	Sales, IntelligentHome	Paula Barton	Until Filled
Culver City, CA	132680BR	Retail Sales Representative	Darren Selesnow	Until Filled
Culver City, CA	132654BR	Retention Representative	Amity Anderson	Until Filled
Culver City, CA	132355BR	Retention Representative (Bilingual)	Amity Anderson	Until Filled
El Segundo, CA	132807BR	Business Analyst (Internal Only)	Eartha Genece	Until Filled
El Segundo, CA	132245BR	Business Services Major Account Executive	Ngoc Phung	Until Filled
El Segundo, CA	131299BR	Commercial Account Executive Enterprise	Ngoc Phung	Until Filled
El Segundo, CA	131507BR	Director, Media Relations	Sylvia Pena	Until Filled
El Segundo, CA	130864BR	Financial Operations Analyst	Jacqueline Wright	Until Filled



Southern California Operations Job Opportunities

CURRENT OPENINGS (continued)

Last Updated: 01/25/2012 p.2

Location	Req #	Job Title	Recruiter	Close Date (or until filled)
Garden Grove, CA	131619BR	Direct Sales Representative	Paula Barton	Until Filled
Garden Grove, CA	132516BR	Retail Account Specialist	Darren Selesnow	Until Filled
Los Angeles, CA	132146BR	Sales, IntelligentHome	Paula Barton	Until Filled
Moscow, ID	131598BR	Business Services Voice Specialist	Payal Patel	Until Filled
Ontario, CA	132831BR	Customer Care/Sales Representative	Paula Barton	Until Filled
Ontario, CA	132842BR	Helpdesk/Mentor Representative (Internal Only)	Desirea Milan	Until Filled
Palm Desert, CA	132148BR	Sales, IntelligentHome	Paula Barton	Until Filled
San Diego, CA	132761BR	CMTS Network Engineer	Eartha Genece	Until Filled
San Diego, CA	131604BR	Business Services Voice Specialist	Judy Watson	Until Filled
San Diego, CA	132298BR	Retail Sales Representative	Darren Selesnow	Until Filled
San Diego, CA	132147BR	Sales, IntelligentHome	Paula Barton	Until Filled
San Diego, CA	130986BR	Sr Digital Video Engineer	Sylvia Pena	Until Filled
Simi Valley, CA	131975BR	Cable Store Professional	Sara Mendoza	Until Filled
Wilmington, CA	131337BR	Direct Sales Representative	Paula Barton	Until Filled

We are proud to offer a robust benefits package including medical, dental, vision, pension, a matched 401(k) plan, tuition reimbursement, and discounted services for employees who reside in a Time Warner Cable service area.

Apply online at: <http://jobs.timewarnercable.com>

Job Opportunities are updated daily. Please visit our website for the most current listing.

If you are a disabled individual requiring an accommodation to submit your resume for an open position, please email your request to: twc.accomm.request@twcable.com or call 1-866-623-3923. Only requests for an accommodation based on a physical or mental disability should be communicated through this central email address and phone number. General employment questions cannot be accepted or processed here.

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Drug Test / Background Check Required

DMV Check Required for Driving Positions



JOB SUMMARY
WEST REGION – SOUTHERN CA OPERATIONS
Open Date 01/21/2012– Close Date 01/28/2012 (or until filled)

Job Title: Cable Store Professional
Location: Baldwin Hills, CA
Requisition #: 132657BR

Time Warner Cable's Southern California Operations - West Region currently seeks a Cable Store Professional for our Business Operations Department in our Baldwin Hills, CA office. Below please find a brief description of the essential duties and responsibilities required to function successfully in this position.

POSITION SUMMARY:

Provides face-to-face customer service to store customers, including processing of payments, billing inquiries, sales of services/equipment, repair services, and scheduling of installations/disconnects.

ESSENTIAL JOB FUNCTIONS:

- Provides a high level of face-to-face service to customers in a professional, courteous, and effective manner.
- Consistently meets sales and service goals by ascertaining customer's needs and cross-selling and/or upgrading products and services.
- Resolves service related problems prior to scheduling a field visit and responds to customer complaints and inquiries in a timely and professional manner.
- Explains the benefits and features of existing and new products, services, and programs.
- Monitors and maintains daily cash transactions.
- Receives cash drawer/bag, verifies amount received and ensures that cash and equipment are secured.
- Counts, batches and balances cash drawer and credit card payment receipts; required to meet accuracy standards.

JOB REQUIREMENTS:

- High School diploma or equivalent experience required.
- Valid Driver's License with satisfactory driving record may be required
- 1 year of customer service, cash handling, and/or sales experience required
- Demonstrated excellent oral and written communications skills, along with excellent interpersonal skills.
- Solid communication skills. Must be able to demonstrate effectiveness working with various levels of management, staff and/or outside contacts.
- Ability to work flexible hours, as required is essential. Hours may include, evenings, and weekends.

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JOB SUMMARY
SOUTHERN CALIFORNIA MARKET - WEST REGION
Open Date 01/23/12 – Close Date 01/30/12 (or until filled)

Job Title: Business Services Account Executive I Voice Specialist
Location: Cerritos, CA
Requisition #: 132652BR

Time Warner Cable Southern California Market-West Region currently seeks a Voice Specialist in our Business Services Sales Department. This position is based out of the Chatsworth, CA office but will be primarily working in the field or other remote locations. Below please find a brief description of the essential duties and responsibilities required to function successfully in this position

POSITION SUMMARY:

The Voice Specialist position is a consultative field sales position within our Business Services commercial sales team. Individuals in this position are responsible for voice, data and video sales within a defined sales territory.

ESSENTIAL JOB FUNCTIONS:

- Conducts proactive consultative needs analysis with new prospective customers, including the development of client centric product solutions.
- Understands the communication needs of the small-to-medium and large business customers and designs solutions to meet those complex business needs.
- Responsible for achieving a monthly revenue quota in data, phone and video sales.
- Designs, develops and presents sales proposals and presentations on product benefits.
- Self-generates leads by contacting prospective clients by telephone, cold call premise visits, networking and industry events.
- Qualifies new leads and requests site surveys to determine serviceability of prospects, including submission of ROI analysis to sales management.

JOB REQUIREMENTS:

- Minimum of High School diploma or equivalent from an accredited organization required; Bachelor's degree from a four-year college or university preferred (Business-related field).
- Five or more years of sales experience exceeding revenue quotas, preferably selling data, voice and/or video solutions in the telecommunications business-to-business industry.
- Strong networking and negotiation skills required.
- Excellent verbal, written and interpersonal communication skills required.
- Valid and active California driver's license and safe driving record required.
- Working knowledge of computer networking, LAN and WAN technologies, high-capacity and fiber connected networks preferred.

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JOB SUMMARY
SOUTHERN CALIFORNIA MARKET - WEST REGION
Open Date 01/20/12 – Close Date 01/27/12 (or until filled)

Job Title: Business Services Inside Account Manager
Location: Cerritos, CA
Requisition #: 132220BR

Time Warner Cable Southern California Market-West Region currently seeks an Inside Account Manager in our Business Services Sales Department. This position is based out of the Cerritos, CA office. Below please find a brief description of the essential duties and responsibilities required to function successfully in this position.

POSITION SUMMARY:

This position will report to the Sales Manager and is responsible for developing and guiding the implementation of the account specific business plan; achieving account profitability and sales targets; serving as the primary account contact; providing account leadership. This individual will also be responsible for increased sales for current client spend.

ESSENTIAL JOB FUNCTIONS:

- Responsible for revenue generation from existing small to medium account customer base.
- Responsible for acquisition, renewals and retention through prospecting, cold calling and developing customer relationships.
- Responsible for scheduling appointments for large sales opportunities for outside Account Executives.
- Develop account strategies in accordance with overall channel strategy.
- Conduct regular reviews of business performance, promotion strategies, and new services.
- Act as a liaison between the customer and internal departments to address customer concerns that would prevent the customer from renewing their services.
- Manage inbound requests and assist in all sales save processes, including contract renewals.
- Provide resolution of customer complaints.

JOB REQUIREMENTS:

- Minimum of High School diploma or equivalent from an accredited organization required; Bachelor's degree from a four-year college or university preferred (Business-related field).
- Two or more years of sales experience exceeding revenue quotas, preferably selling data, voice and/or video solutions in the telecommunications business-to-business industry.
- Telecommunications industry experience required.
- Excellent verbal, written and interpersonal communication skills required.
- Experience managing small to medium customers preferred.
- Demonstrated skills in achieving sales and customer service.
- Ability to effectively implement sales and relationship strategies.
- Demonstrated commitment to building strong business relationships with customer.

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JOB SUMMARY
SOUTHERN CALIFORNIA OPERATIONS - WEST REGION
Open Date 1/20/2012 – Close Date 01/27/2012 (or until filled)

Job Title: Direct Sales Representative
Location: Chatsworth, CA
Requisition #: 132897BR

The Time Warner Cable Southern California Operations- West Region currently seeks 2 Direct Sales Representatives for our Residential Sales Department. This position is based out of the Chatsworth, CA office but will be primarily working in the field or other remote locations. Below please find a brief description of the essential duties and responsibilities required to function successfully in this position.

POSITION SUMMARY:

Direct Sales Representative is responsible for selling cable, internet and digital phone door to door in residential areas.

ESSENTIAL JOB FUNCTIONS:

- Conduct door-to-door sales of broadband (cable, internet & digital phone) services.
- Meet established sales targets across company product lines.
- Effectively works all addresses as assigned to maximize sales activity and increase penetration of all products.
- Compiles daily reports of sales contacts, presentations, objections, sales and other information as required by supervisor.
- Daily turn-in of orders and monies collected in the field.
- Apprise Supervisor of competitive activity in territory.

JOB REQUIREMENTS:

- Minimum of High School diploma or equivalent from an accredited organization required.
- One or more years of sales experience required, preferably door-to-door or telemarketing / outbound sales.
- Excellent verbal, written and interpersonal communication skills required.
- Professional appearance conducive to an office and field environment required.
- Ability to learn quickly and apply that knowledge, along with the ability to work in a team environment is required.
- Previous sales training experience required.
- Ability to work evening and weekends required.
- Valid and active California driver's license and safe driving record required.
- Use of private vehicle and certificate of insurance required.
- Ability to work special events on as-needed basis required.
- Technical aptitude or working knowledge of cable, internet / modem preferred.
- Experience with commission only compensation preferred.

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JOB SUMMARY

WEST REGION

Open Date 01/25/12 – Close Date 02/01/12 (or until filled)

Job Title: Business Services Network Support 1
Location: Colorado Springs, CO
Requisition #: 132414BR

The Time Warner Cable Southern California Market - West Region currently seeks a Network Support 1 for our Business Services Department in our Colorado Springs, CO office. Below please find a brief description of the essential duties and responsibilities required to function successfully in this position.

POSITION SUMMARY:

Responsible for the support, troubleshooting, repair and provisioning of Business Class Internet, Business Class Phone and Business Class Video services. To be successful in the role, individuals will need the highest degree of excellence to support the Time Warner Cable Business Class customers in the West Region.

ESSENTIAL JOB FUNCTIONS:

Use a computer desktop to access customer information and convey necessary information to customers.

Use the CSG billing system, DOCSIS, Empirix, IPMT, Remedy and other applications for support. Support, isolate and repair of BCI/BCP/Digital video and any other Tier 1 products.

Perform initial troubleshooting, problem analysis, make recommendations for problem resolution and escalate to other teams, including to field technicians when appropriate.

Proficiency in escalation procedures.

Provide quality, timely and accurate end-to-end support of any issues within defined areas of responsibility.

Communicate effectively—verbally, in writing, face-to-face and over the telephone with customers and co-workers.

Perform other related duties and tasks as assigned or as necessary.

JOB REQUIREMENTS:

High school diploma or equivalent required Proficiency in Windows-based applications required. Proficiency with TCP/IP and Routing Protocols required.

Two years experience in a centralized repair/troubleshooting/testing environment that includes answering telephones, logging events in a ticketing system and providing technical support and repair coordination required.

Strong customer service orientation and excellent problem-solving skills required.

Ability to work all work shifts, including evenings, overnight, holidays and weekends required.

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JOB SUMMARY
SOUTHERN CALIFORNIA OPERATIONS - WEST REGION
Open Date 01/20/12 – Close Date 01/27/12 (or until filled)

Job Title: Media Relations Specialist
Location: El Segundo, CA
Requisition #: 132968BR

The Time Warner Cable Southern California Operations- West Region currently seeks a Media Relations Specialist for our Communications Department in our El Segundo, CA office. Below please find a brief description of the essential duties and responsibilities required to function successfully in this position.

POSITION SUMMARY:

The Media Relations Specialist works with the media relations team to generate media coverage in the greater Los Angeles area. This position has special responsibility for both multicultural media and social media. The Media Relations Specialist is responsible for implementing media campaigns, developing media partnerships, and tracking all coverage.

ESSENTIAL JOB FUNCTIONS:

- Implement comprehensive media relations strategies.
- Partner with Media Relations Director to determine effective media strategies within the market
- Write all press materials and determine all media assets including images
- Determine press outreach strategies to generate consistent positive coverage to existing and potential customers
- Partner with Community Relations team to garner media coverage for local community engagement activities
- Partner with other company departments to learn about new initiatives, generate media strategies, share results and learn about the business
- Develop extensive media relations contacts.
- Consistently investigate and network with local media to identify key contacts and opportunities
- Utilize media databases to identify new contacts and keep media relationship records
- Network within the social media space to identify influencers
- Consider the Internal Communications team as a client and provide media materials to them for employee communication as needed.
- Spearhead social and multicultural media.
- Lead team efforts in social media by networking within the community, pitching stories and garnering coverage.
- Lead team efforts in multicultural media, especially Hispanic, by networking with press, pitching stories and garnering coverage
- Track all media coverage. Utilize media tracking agencies to provide comprehensive recaps of all media campaigns. Communicate results with local management

JOB REQUIREMENTS:

- 1-3 years Significant experience in social media preferred
- Spanish bilingual preferred
- Coordinate multiple projects simultaneously and in an organized fashion while also meeting deadlines
- Project a positive company image
- Interact professionally with internal and external customers and all levels of company management
- Possess a strong knowledge of personal computer for word-processing purposes
- Possess excellent verbal, interpersonal and written communication skills including strong grammar skills and the ability to create and edit various documents including press releases and company newsletters
- Bachelor's Degree with specialty and/or advance degree
- The Media Relations Coordinator is expected to meet media outside the office and therefore needs a valid driving license. Travel will be required including overnight business trips.

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JOB SUMMARY
SOUTHERN CALIFORNIA MARKET - WEST REGION
Open Date 01/24/12 – Close Date 01/31/12 (or until filled)

Job Title: RNOC Technician II
Location: El Segundo, CA
Requisition #: 132972BR

The Time Warner Cable Southern California Market - West Region currently seeks a RNOC Technician Tier II for our RNOC Department in our El Segundo, CA office. Below please find a brief description of the essential duties and responsibilities required to function successfully in this position.

POSITION SUMMARY:

The RNOC Technician Tier II in the Regional Network Operations Center (RNOC) will provide proactive surveillance and key reactive engagements as well as first level triaging of device and hardware of network components for the SoCal footprint and beyond. This includes Regional Transport delivery and Layer 1 and 3 hardware. CMTS devices. All video equipment for the Pac West region including Texas and Mid-Ohio are supported and include the head ends and hub sites and HSD network bandwidth and VOD service group utilization.

ESSENTIAL JOB FUNCTIONS:

- Will interface with various groups, primarily the Engineering and Head End fix agents, management, CARE Bridge and certain field operations personal within the region by providing information from various complex tools.
- Responsible for the timely detection of failures in the network, accurate diagnosis and severity determination and responsible for engaging the appropriate groups to restore any interruption of service by using good judgment and good analytical and diagnostic skill.
- Responsible for facilitating the conference bridge during an event and communicating the updates to any existing event during the life of the event.
- Will utilize various network tools including but not limited to: Cisco CTM/CTC, Alcatel 5620 SAM, Spirent, QT600, Netcool, ICOMS, iGlass, Unified, NYROC, Remedy Eventrak, Granite and other tool suites tools to ensure that problem repairs are reliable and complete by monitoring after the fix agent is done.
- Will assist the Network Analyst in making prudent decisions as to potential customer impact and problem severity.
- Monitor network health, provisioning of new services, establish baseline trends and detect network health anomalies.
- Interact with Customer Care liaison teams to identify and respond to customer impacting events.
- Create tickets, process, coordinate resources and provide support on regional network changes.

JOB REQUIREMENTS:

- Associate's degree or equivalent from two-year college or technical school; or three months to one year related experience and/or training; or equivalent combination of education experience.
- Previous role in Engineering related to the network and the network design and the distribution of network signal to support HSO and voice services.
- Previous head end role or role that would involve the understanding of the head end and hub site set up and hardware to support video services.
- Previous experience in network fault isolation and/or provisioning.
- Previous optical experience preferred.
- Previous experience using Eventrak ticketing.
- Thorough Understanding of HSD, Digital video, VOD, Switched, and Networking.

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JOB SUMMARY
SOUTHERN CALIFORNIA OPERATIONS - WEST REGION
Open Date 1/24/2012 – Close Date 01/31/2012 (or until filled)

Job Title: Direct Sales Representative
Location: Lake Elsinore, CA
Requisition #: 132604BR

The Time Warner Cable Southern California Operations- West Region currently seeks a Direct Sales Representative for our Residential Sales Department. This position is based out of the Lake Elsinore, CA office but will be primarily working in the field or other remote locations. Below please find a brief description of the essential duties and responsibilities required to function successfully in this position.

POSITION SUMMARY:

Direct Sales Representative is responsible for selling cable, internet and digital phone door to door in residential areas.

ESSENTIAL JOB FUNCTIONS:

- Conduct door-to-door sales of broadband (cable, internet & digital phone) services.
- Meet established sales targets across company product lines.
- Effectively works all addresses as assigned to maximize sales activity and increase penetration of all products.
- Compiles daily reports of sales contacts, presentations, objections, sales and other information as required by supervisor.
- Daily turn-in of orders and monies collected in the field.
- Apprise Supervisor of competitive activity in territory.

JOB REQUIREMENTS:

- Minimum of High School diploma or equivalent from an accredited organization required.
- One or more years of sales experience required, preferably door-to-door or telemarketing / outbound sales.
- Excellent verbal, written and interpersonal communication skills required.
- Professional appearance conducive to an office and field environment required.
- Ability to learn quickly and apply that knowledge, along with the ability to work in a team environment is required.
- Previous sales training experience required.
- Ability to work evening and weekends required.
- Valid and active California driver's license and safe driving record required.
- Use of private vehicle and certificate of insurance required.
- Ability to work special events on as-needed basis required.
- Technical aptitude or working knowledge of cable, internet / modem preferred.
- Experience with commission only compensation preferred.

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JOB SUMMARY
SOUTHERN CALIFORNIA MARKET - WEST REGION
Open Date 01/23/12 – Close Date 01/30/12 (or until filled)

Job Title: Field Technician
Location: Los Angeles, CA
Requisition #: 132829BR

The Time Warner Cable Southern California Market- West Region currently seeks a Field Technician for our Technical Operations Department in our Los Angeles, CA office. Below please find a brief description of the essential duties and responsibilities required to function successfully in this position.

POSITION SUMMARY:

A Field Technician (Cable Installer) is the entry-level position to Technical Operations with Time Warner Cable that performs Video, High Speed Internet and Phone installations and trouble calls at customer's homes and commercial establishments.

ESSENTIAL JOB FUNCTIONS:

- Responsible for installing, relocating, disconnecting, troubleshooting and auditing cable service and ancillary equipment.
- Follows departmental installation policies in compliance with OSHA and NEC standards.
- Responds to customer requests and answers customer questions in a professional, courteous, and effective manner.
- Properly operates and maintains tools and equipment.
- Maintains an up-to-date knowledge of customer premise equipment and program services / listings in order to provide information to customers and market company products.
- Prepares and maintains logs, reports and other related documentation in accordance with company and departmental policies.
- Maintains, organizes and stocks vehicle with the proper equipment in order to perform required duties.
- Ability to work overtime, weekends, and late shifts as required.
- Performs other duties as requested by supervisor in order to achieve departmental goals and objectives.

JOB REQUIREMENTS:

- Successful completion of Pre-Placement Verification Process required.
- Knowledge of basic mathematics required.
- Punctual, regular, and consistent attendance is required.
- Experience with computers preferred.
- Ability to read general system layouts from blueprints and maps preferred.
- A minimum of two (2) years experience with customer service required.
- Exceptional customer service attitude & ability to communicate effectively required.
- Professional demeanor required.
- Ability to work independently and effectively prioritize and organize required.
- Valid California driver's license, state-required insurance and safe driving record required.

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JOB SUMMARY
SOUTHERN CALIFORNIA MARKET - WEST REGION
Open Date 01/19/12 – Close Date 01/26/12 (or until filled)

Job Title: Field Technician
Location: Los Angeles, CA
Requisition #: 132828BR

The Time Warner Cable Southern California Market- West Region currently seeks a Field Technician for our Technical Operations Department in our Los Angeles, CA office. Below please find a brief description of the essential duties and responsibilities required to function successfully in this position.

POSITION SUMMARY:

A Field Technician (Cable Installer) is the entry-level position to Technical Operations with Time Warner Cable that performs Video, High Speed Internet and Phone installations and trouble calls at customer's homes and commercial establishments.

ESSENTIAL JOB FUNCTIONS:

- Responsible for installing, relocating, disconnecting, troubleshooting and auditing cable service and ancillary equipment.
- Follows departmental installation policies in compliance with OSHA and NEC standards.
- Responds to customer requests and answers customer questions in a professional, courteous, and effective manner.
- Properly operates and maintains tools and equipment.
- Maintains an up-to-date knowledge of customer premise equipment and program services / listings in order to provide information to customers and market company products.
- Prepares and maintains logs, reports and other related documentation in accordance with company and departmental policies.
- Maintains, organizes and stocks vehicle with the proper equipment in order to perform required duties.
- Ability to work overtime, weekends, and late shifts as required.
- Performs other duties as requested by supervisor in order to achieve departmental goals and objectives.

JOB REQUIREMENTS:

- Successful completion of Pre-Placement Verification Process required.
- Knowledge of basic mathematics required.
- Punctual, regular, and consistent attendance is required.
- Experience with computers preferred.
- Ability to read general system layouts from blueprints and maps preferred.
- A minimum of two (2) years experience with customer service required.
- Exceptional customer service attitude & ability to communicate effectively required.
- Professional demeanor required.
- Ability to work independently and effectively prioritize and organize required.
- Valid California driver's license, state-required insurance and safe driving record required.

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JOB SUMMARY
SOUTHERN CALIFORNIA OPERATIONS – WEST REGION
Open Date 01/24/2012 – Close Date 01/31/2012 (or until filled)

Job Title: Cable Store Professional
Location: Santa Ana, CA
Requisition #: 132934BR

The Time Warner Cable's Southern CA Operations – West Region currently seeks a Cable Store Professional for our Cable Store Department in our Santa Ana, CA office. Below please find a brief description of the essential duties and responsibilities required to function successfully in this position.

POSITION SUMMARY:

Provides face-to-face customer service to store customers, including processing of payments, billing inquiries, sales of services/equipment, repair services, and scheduling of installations/disconnects.

ESSENTIAL FUNCTIONS:

- Provides a high level of face-to-face service to customers in a professional, courteous, and effective manner.
- Explains the benefits and features of existing and new products, services, and programs.
- Consistently meets sales and service goals by ascertaining customer's needs and cross-selling and/or upgrading products and services.
- Resolves service related problems prior to scheduling a field visit and responds to customer complaints and inquiries in a timely and professional manner.
- Monitors and maintains daily cash transactions.
- Receives cash drawer/bag, verifies amount received and ensures that cash and equipment are secured.
- Counts, batches and balances cash drawer and credit card payment receipts; required to meet accuracy standards.

QUALIFICATIONS:

- High School diploma or GED equivalent required.
- Valid Driver's License with satisfactory driving record may be required
- 1 year of customer service, cash handling, and/or sales experience required
- Demonstrated excellent oral and written communications skills, along with excellent interpersonal skills.
- Solid communication skills. Must be able to demonstrate effectiveness working with various levels of management, staff and/or outside contacts.
- Ability to work flexible hours, as required is essential. Hours may include, evenings, and weekends.

Note: This Job Summary should not be construed, to be all inclusive lists of all responsibilities, skills, efforts, or working conditions associated with a job. While the description is intended to be an accurate reflection of the job requirements, management reserves the right to modify, add, or remove duties and to assign other duties as necessary.

We are proud to offer a robust benefits package including medical, dental, vision, pension, a matched 401(k) plan, tuition reimbursement, and discounted services for employees who reside in a Time Warner Cable service area.
Drug Test / Background Check / High School Diploma or Equivalent is Required



JOB SUMMARY
SOUTHERN CALIFORNIA OPERATIONS - WEST REGION
Open Date 01/19/12 – Close Date 01/26/12 (or until filled)

Job Title: Field Service Supervisor
Location: Yuma, AZ
Requisition #: 132878BR

The Time Warner Cable Southern California Operations- West Region currently seeks a Field Service Supervisor for our Tech Ops Department in our Yuma, AZ office. Below please find a brief description of the essential duties and responsibilities required to function successfully in this position.

POSITION SUMMARY:

To supervise the daily activities of assigned Field Services personnel.

ESSENTIAL JOB FUNCTIONS:

- Supervises, trains, schedules, motivates, evaluates and disciplines up to 15 Field Service Technicians (FSTs).
- Performs difficult field jobs and handles customer service complaints related to installation and/or repair of all TWCSO services.
- Resolves technical problems with customers and technicians through effective verbal communication. Ensures resolution of customer complaints, including follow-up calls and billing system documentation.
- Conducts quality assurance inspections on subordinates to ensure high quality of work has been performed and appropriate procedures are being properly followed. Inspections include site visits and customer interactions to determine craftsmanship and interpersonal skill level used to appraise development needs.
- Acts as a liaison with inter-company departments to maintain effective communications and customer service.
- Reviews daily/weekly/monthly Key Indicator Reports (KIRs) to evaluate the quality and quantity of work performed by subordinates. Provides appropriate performance feedback to influence positive performance.
- Inspects service vehicles on a monthly basis for sufficient stock of equipment and tools and ensures proper maintenance of vehicle fleet.
- Recognizes, practices and enforces safety rules and procedures.

JOB REQUIREMENTS:

- Minimum 1-year experience as a FST-II or above required.
- Supervisory coursework and/or previous supervisory work experience preferred.
- Must possess strong organizational and motivational skills including the ability to prioritize work.
- Must possess excellent customer service and presentation skills, strong leadership qualities and initiative.
- Must possess comprehensive knowledge of safety techniques and procedures, all tools, test equipment, customer premises equipment and cable materials utilized by San Diego Division Field Service Technicians.
- Must possess comprehensive knowledge of video, high speed data and voice services provided by TWC Yuma.
- Must possess working knowledge of basic electricity and electronics theory, applicable FCC and NEC requirements and restrictions, CATV design including system map reading, maintenance, headend and microwave functions.
- Must possess good computer skills including the ability to utilize word processing and spreadsheets software. Windows and MS Office preferred
- Must possess a valid California Drivers License and safe driving history.
- Strong interpersonal skills required. Must be able to present materials to large groups in a comprehensive and efficient manner.
- Basic math skills including the ability to add, subtract, multiply and divide numbers accurately and to calculate percentages. Ability to calculate algebraic formulas and apply them to electronics.
- Must be able to travel for two week increments.

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Time Warner Cable is an Equal Opportunity/Affirmative Action/Drug Free Employer /M/ F/ D/V