



Southern California Operations Job Opportunities

NEW OPENINGS

Last Updated:

12/01/10

Location	Req #	Job Title	Recruiter	Close Date (or until filled)
Chatsworth, CA	124059BR	Rep, Direct Sales	Darren Selesnow	Until filled
Culver City, CA	124060BR	Rep, Direct Sales	Darren Selesnow	Until filled
Hollywood, CA	124315BR	Instructor (Customer Care, Sales, Non-Technical)	Antoinette DeLeon	11/18/10
Ontario, CA	124114BR	Customer Care/Sales Representative	Paula Barton	12/07/10
Santa Ana, CA	124217BR	Cable Store Professional	Paula Barton	12/03/10
Van Nuys, CA	124278BR	Inbound Sales Representative	Sara Mendoza	12/13/10

CURRENT OPENINGS

Location	Req #	Job Title	Recruiter	Close Date (or until filled)
Anaheim, CA	122551BR	Warehouse Technician	Maria Penate	Until Filled
El Segundo, CA	122690BR	Business Class Account Executive Enterprise	Jacqueline Wright	Until Filled
El Segundo, CA	123936BR	Retail Sales Representative	Darren Selesnow	Until filled
El Segundo, CA	123276BR	Sr. Development Analyst	Melissa Fernandes	Until filled
Garden Grove, CA	123245BR	Rep, Direct Sales	Paula Barton	Until filled
Hollywood, CA	123935BR	Customer Care/Sales Representative	Amity Anderson	Until filled
Newhall, CA	124073BR	Direct Sales Representative	Ngoc Phung	Until Filled
Newhall, CA	123756BR	QA Technician	Alicia Duenas	Until Filled
Ontario, CA	124299BR	Telecommunications Engineer - Commercial	Sylvia Pena	Until filled
Palm Desert, CA	124219BR	Account Management Lead	Irma Baca	Until filled
Palm Desert, CA	123788BR	Tap Audit Tech	Irma Baca	Until filled
san Diego, CA	123548BR	Report Analyst (Internal Only)	Eartha Genece	Until filled
San Diego, CA	123436BR	Residential Account Executive	Chris Mitchell	Until filled
Wilmington, CA	123624BR	Rep, Direct Sales	Paula Barton	Until filled
Yuma, AZ	123777BR	Field Service Tech Trainee	Melissa Fernandes	Until filled

Time Warner Cable offers exceptional benefits, including medical, dental, vision, 401(k) plan, tuition reimbursement, and free cable (in specified areas).

Apply online at: www.timewarnercable.com/careers

Internal Candidates – apply online within 7 days to be considered under the "Employees First" philosophy. Intranet address: www.twcable.com/Corp/EmployeeFirst

If you have any questions or have trouble applying online, please email: los.howtoapply@twcable.com

High School Diploma or the Equivalent is Required for all Positions

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

Drug Test / Background Check Required

DMV Check Required for Driving Positions

JOB SUMMARY
SOUTHERN CALIFORNIA OPERATIONS - WEST REGION
Open Date 11/12/10 – Close Date 11/22/10 (or until filled)

Job Title: Direct Sales Representative
Location: Chatsworth, CA
Requisition #: 124059BR

The Time Warner Cable Southern California Operations - West Region currently seeks a Direct Sales Representative, for our Sales Department in our Chatsworth, CA office. Below please find a brief description of the essential duties and responsibilities required to function successfully in this position.

POSITION SUMMARY:

The 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 services.
- Meet established sales targets across company product lines.
- Must be willing to work evenings and weekends to contact prospective customers
- May be required to work special events on as needed basis.
- Effectively works MDU accounts 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:

- High school diploma or equivalent is required.
- Minimum of one year sales experience
- Must possess good oral and written communication skills.
- Must be well organized and detail oriented.
- Appearance must be neat and professional, conducive to an office and field environment.
- Use of a private vehicle and a valid California driver's license with verifiable good driving record and certificate of insurance.
- Project a cooperative, professional and positive attitude toward customers/employees.
- Good organizational and problem solving skills and proven leadership ability also required.

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.

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Drug Test / Background Check / High School Diploma or Equivalent is Required

JOB SUMMARY
SOUTHERN CALIFORNIA OPERATIONS - WEST REGION
Open Date 11/12/10 – Close Date 11/22/10 (or until filled)

Job Title: Direct Sales Representative
Location: Chatsworth, CA
Requisition #: 124059BR

The Time Warner Cable Southern California Operations - West Region currently seeks a Direct Sales Representative, for our Sales Department in our Chatsworth, CA office. Below please find a brief description of the essential duties and responsibilities required to function successfully in this position.

POSITION SUMMARY:

The 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 services.
- Meet established sales targets across company product lines.
- Must be willing to work evenings and weekends to contact prospective customers
- May be required to work special events on as needed basis.
- Effectively works MDU accounts 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:

- High school diploma or equivalent is required.
- Minimum of one year sales experience
- Must possess good oral and written communication skills.
- Must be well organized and detail oriented.
- Appearance must be neat and professional, conducive to an office and field environment.
- Use of a private vehicle and a valid California driver's license with verifiable good driving record and certificate of insurance.
- Project a cooperative, professional and positive attitude toward customers/employees.
- Good organizational and problem solving skills and proven leadership ability also required.

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JOB SUMMARY
SOUTHERN CALIFORNIA OPERATIONS - WEST REGION
Open Date 11/11/10 – Close Date 11/18/10 (or until filled)

Job Title: Instructor (Customer Care, Sales, Non-Technical)
Location: Hollywood, CA
Requisition #: 124315BR

The Time Warner Cable West Region currently seeks an Instructor/Trainer for our Learning & Development Team in Hollywood, CA. This position reports to a Manager of Learning and Development and has responsibility for training in Customer Care, Sales, and other Non-Technical areas. Below please find a brief description of the essential duties and responsibilities required to function successfully in this position.

POSITION SUMMARY:

Delivers and updates learning curriculum or programs for operations and administration employees, which support the business imperatives to enhance performance and gain a return on investment for the business. Consults with functional or project leads to create job aids and update new hire program materials.

ESSENTIAL JOB FUNCTIONS:

- Delivers new hire and incumbent training programs using written instructor guides while using training industry methodologies and adult learning principles.
- Creates and updates materials using the instructional design process to incorporate regional business strategies and desired competencies.
- Collaborates with internal stakeholders to identify development needs, gather feedback and review metrics to identify target populations for ongoing development.
- Supervises employees during new hire training by controlling the classroom dynamics, tracking attendance, coaching behavior and giving documented performance to functional leaders.
- Facilitates product knowledge, billing system, sales, troubleshooting, non-technical and customer care, and other programs that support business initiatives.
- Administers learning schedules and calendars, and maintains participant records (e.g., test scores, evaluations and attendance) during training.
- Participates in task forces, manage special projects, and contributes time and expertise at committees/team meetings and prepares train-the-trainer workshops.
- Monitors linkage between curriculum, customer interactions and improved learner job performance while working with the stakeholder or coaching others.
- Maintains flexibility as an agent-of-change to support the rapid changes in job realities and professional development needs of the stakeholder.
- Performs other duties as assigned.

JOB REQUIREMENTS:

- Requires the completion of a High School education, or equivalent.
- A minimum of three (3) to five (5) years of customer contact experience preferred.
- Instructional systems design experience a plus.
- The ideal candidate will have the writing skills, technical knowledge and computer competencies (e.g. Microsoft Word and PowerPoint) needed to succeed in such position.
- A demonstrated ability to prioritize projects, workloads and effectively handle multiple assignments with minimal supervision is necessary.
- Good analytical and organizational skills are needed.
- Ability to work in a team environment is essential.
- Excellent oral and written communication skills and outstanding facilitation and delivery skills are needed.
- Valid CA driver's license and good driving record are also required.

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JOB SUMMARY
SOUTHERN CALIFORNIA OPERATIONS- WEST REGION
Open Date 11/30/2010 – Close Date 12/07/2010 (or until filled)

Job Title: Customer Care/Sales Representative
Location: Ontario, CA
Requisition #: 124114BR

The Time Warner Cable Southern California Operations- West Region currently seeks a Customer Care/Sales Representative for our Customer Care Department in our Ontario, CA office. Below please find a brief description of the essential duties and responsibilities required to function successfully in this position.

POSITION SUMMARY:

To provide information and assistance on all aspects of cable services, including sales to potential and current customers by telephone.

ESSENTIAL JOB FUNCTIONS:

- Receive high volume of incoming phone calls and respond to inquiries in a manner which meets high quality, productivity and other performance standards
 - Sell and upgrade company core products in accordance with company requirements and customer needs
 - Save customers from disconnecting services whenever possible.
 - Provide information regarding products and services, billing, repair, collections and respond to other types of inquiries
 - Respond to customer complaints in a professional manner; attempt to resolve complaints successfully in accordance with established guidelines. Inform supervision/management of all unresolved complaints
 - Attempt to troubleshoot customers' service problems and schedule field service calls when necessary
 - Schedule customer appointments in accordance with established procedures
 - Document customer transactions accurately in ACSR
- Coordinate with co-workers, lead persons and other departments as appropriate

JOB REQUIREMENTS:

- High school diploma or equivalent education required
- 1-2 years sales experience highly preferred
- 1-2 years heavy phone volume experience in a customer service/call center capacity highly preferred
- Automatic call distribution experience highly preferred
- Typing speed of 40WPM preferred
- Must demonstrate excellent database skills, including the ability to enter customer information/orders accurately and navigate through multiple screens
- Must demonstrate strong oral communication skills
- Must be available to work days, evenings, weekends and split shifts, due to business need.

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JOB SUMMARY
SOUTHERN CALIFORNIA OPERATIONS- WEST REGION
Open Date 11/26/2010 – Close Date 12/03/2010 (or until filled)

Job Title: Cable Store Professional
Location: Santa Ana, CA
Requisition #: 124217BR

The Time Warner Cable Southern California 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 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 OPERATIONS- WEST REGION
Open Date 11/29/10 – Close Date 12/13/10 (or until filled)

Job Title: Inbound Sales Representative
Location: Van Nuys, CA
Requisition #: 124278BR

Time Warner Cable's Southern California Operations- West Region currently seeks an Inbound Sales Representative which will be based in our Van Nuys location. Bi-lingual (English and Spanish) a plus! Below please find a description of the essential duties and responsibilities required to function successfully in this position.

POSITION SUMMARY:

To sell; provide information and assistance on all aspects of cable services to potential and current customers by telephone.

ESSENTIAL JOB FUNCTIONS:

- Receive high volume of incoming phone calls and respond to inquiries in a manner which meets high quality, productivity and other performance standards.
- Sell and upgrade cable services in accordance with company requirements and customer needs.
- Save customers from disconnecting services whenever possible.
- Provide information regarding products and services, billing, repair, collections and respond to other types of inquiries.
- Respond to customer complaints in a professional manner; attempt to resolve complaints successfully in accordance with established guidelines.
- Inform supervision/management of all unresolved complaints.
- Attempt to troubleshoot customers' service problems; schedule field service calls when necessary.
- Schedule customer appointments in accordance with established procedures.
- Document customer transactions accurately in ACSR and complete required paperwork.
- Project professionalism and work cooperatively with team members and management in accordance with code of conduct and other employee policies

JOB REQUIREMENTS:

- High school diploma or GED required
- Bilingual (Fluent in Spanish and English) a plus
- Recent heavy volume phone experience in a customer service capacity required; automatic call distribution experience preferred.
- Sales experience required.
- Customer service/public relations, telecommunications and data terminal experience preferred.
- Strong verbal and written communication skills, basic math, reading, writing, and organizational skills and problem solving capabilities with strong initiative.
- Must have pleasant personality and telephone manner and be capable of working independently.
- Typing speed of 40 WPM is preferred.
- Strong critical thinking and problem resolution skills required.

Current Shifts Available: Full time - must be able to work weekends, evenings, holidays and split shifts. Must be able to attend 8 weeks of training.

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