



West Region Job Opportunities

NEW OPENINGS

Last Updated: **04/21/10**

Location	Req #	Job Title	Recruiter	Close Date (or until filled)
Cerritos	119513BR	Business Class Facilities/Outside Plant - Project Manager	Ngoc Phung	04/27/10
Cerritos	119446BR	Business Class Sales Coordinator	Jacqueline Wright	04/27/10
Chatsworth	119524BR	Business Class Acquisition Specialist	Jacqueline Wright	04/27/10
Chatsworth	119465BR	Cable Store Professional	Sara Mendoza	04/26/10
Chatsworth	119448BR	Quality Assurance Representative	Darren Selesnow	04/23/10
Colorado Springs, Colorado	119475BR	Business Class Network Support Specialist 3	Alicia Duenas	04/30/10
El Segundo	119575BR	Executive Assistant - IT	Eartha Genece	04/26/10
El Segundo	119402BR	TWC Internship - Accounting Department	Sara Mendoza	04/23/10
Hollywood	119539BR	Senior Instructor (Customer Care)	Antoinette DeLeon	04/26/10
Ontario	119506BR	Customer Care Supervisor	Desirea Ortega	04/28/10
Ontario	119171BR	Telecommunication Engineer - Commercial	Sylvia Pena	04/26/10
Palm Desert	118478BR	Inbound Sales Agent	Irma Baca	04/26/10
San Diego	119518BR	Business Class Account Executive II	Shirley Mukai-Fortunato	04/29/10
San Diego	119503BR	Technical Support Agent I	Melissa Fernandes	04/28/10
San Diego	119377BR	Time Warner Cable Internship - Marketing	Jacqueline Wright	04/26/10
San Diego	119404BR	TWC Internship - Marketing Department	Sara Mendoza	04/23/10
Santa Clarita	119266BR	Cable Store Professional	Sara Mendoza	04/26/10
Torrance	119452BR	Business Class Account Consultant	Shirley Mukai-Fortunato	04/26/10
Ventura	119470BR	Construction Supervisor	Antoinette DeLeon	04/30/10

CURRENT OPENINGS

Location	Req #	Job Title	Recruiter	Close Date (or until filled)
Anaheim	119032BR	Field Technician	Alicia Duenas	Until filled
Anaheim	117028BR	MDU Concierge Representative	Desirea Ortega	Until Filled
Anaheim	119399BR	QA Technician - Internal Opportunity Only	Alicia Duenas	Until filled
Bellflower	119239BR	QA Technician - Internal Opportunity Only	Antoinette DeLeon	Until filled
Brea	118283BR	Direct Sales Representative	Paula Barton	Until Filled
Carlsbad	118911BR	Business Class Network Technician	Jacqueline Wright	Until filled
Carlsbad	119002BR	Residential Account Executive	Chris Mitchell	Until filled
Cerritos	118603BR	Business Class Platinum Account Coordinator	Antoinette DeLeon	Until filled
Chatsworth	119085BR	Direct Sales Representative	Darren Selesnow	Until Filled

CURRENT OPENINGS

Location	Req #	Job Title	Recruiter	Close Date (or until filled)
Chatsworth	117695BR	MDU Supervisor	Darren Selesnow	Until Filled
Chatsworth	118530BR	Sales Team Coach	Desirea Ortega	04/20/10
City of Industry	116965BR	MDU Concierge Representative	Desirea Ortega	Until Filled
City of Industry	117694BR	MDU Supervisor	Desirea Ortega	Until Filled
Coeur D'Alene, Idaho	119206BR	Business Class Account Executive	Jacqueline Wright	Until filled
Colorado Springs	118302BR	Outbound Telemarketing Specialist	Jason Cross	Until Filled
Colorado Springs	118476BR	Sales/Customer Care Representative	Jason Cross	Until Filled
Corona	119398BR	QA Technician - Internal Opportunity Only	Alicia Duenas	Until filled
Costa Mesa	119367BR	Compliance Technician Inspector	Alicia Duenas	Until filled
Costa Mesa	119034BR	Field Technician	Alicia Duenas	Until filled
Culver City	118311BR	Inbound Sales Representative (Bilingual Spanish/English)	Sara Mendoza	Until Filled
El Segundo	119302BR	Sr. Financial Analyst, Subscriber Reporting	Antoinette DeLeon	Until filled
El Segundo	119303BR	Staff Accountant - Fixed Assets	Maria Sky	Until filled
El Segundo	119258BR	TWC Internship - Marketing Department	Desirea Ortega	Until Filled
El Segundo	119405BR	TWC Internship - Marketing Department	Sara Mendoza	Until Filled
Garden Grove	118282BR	Direct Sales Representative	Paula Barton	Until Filled
Garden Grove	119033BR	Field Technician	Alicia Duenas	Until filled
Hollywood	119242BR	Customer Care Representative	Amity Anderson	Until Filled
Hollywood	118122BR	Customer Care Representative (Bilingual Korean/English)	Amity Anderson	Until Filled
Lake Elsinore	118264BR	Direct Sales Representative	Paula Barton	Until Filled
Ontario	118267BR	Direct Sales Representative	Paula Barton	Until Filled
Orange	119285BR	Dispatch Supervisor	Alicia Duenas	Until filled
Palm Desert	118642BR	Account Management Agent	Irma Baca	Until filled
Palm Desert	117729BR	Customer Care Supervisor	Eartha Genece	Until filled
Palm Desert	118912BR	Tap Audit Technician	Irma Baca	Until filled
San Diego	118815BR	Customer Service Support Agent (Internal only)	Sylvia Pena	Until filled
San Diego	118643BR	Residential Account Executive	Chris Mitchell	Until filled
Torrance	116958BR	MDU Concierge Representative	Desirea Ortega	Until Filled
Torrance	116958BR	MDU Concierge Representative	Desirea Ortega	Until Filled
Torrance	116961BR	MDU Concierge Representative	Desirea Ortega	Until Filled
Torrance	117023BR	MDU Concierge Representative	Desirea Ortega	Until Filled
Van Nuys	119346BR	Administrative Assistant (Construction)	Jacqueline Wright	Until filled
Van Nuys	119267BR	Inbound Sales Supervisor	Sara Mendoza	Until Filled
Wilmington	118386BR	Direct Sales Representative	Paula Barton	Until Filled

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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

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Drug Test / Background Check Required

DMV Check Required for Driving Positions

JOB SUMMARY
WEST REGION**Open Date 04/21/10 – Close Date 04/27/10 (or until filled)**

Job Title: Business Class Facilities/Outside Plant - Project Manager
Location: Cerritos
Requisition #: 119513BR

The Time Warner Cable currently seeks a Business Class Project Manager in Networks in our Business Services Department. This position will report out of our Cerritos, CA office. Below please find a brief description of the essential duties and responsibilities.

POSITION SUMMARY:

This position is responsible for the implementation, organization, execution and reporting of many multi-dimensional elements required for the completion of fiber and/or broadband telecommunication network facility builds.

ESSENTIAL FUNCTIONS:

- Monitors, collects, tracks and reports the results of each telecommunications project in delivering a host of objectives meeting company and customer quality objectives.
- Organize and communicate regular project notices to all participants and management sharing the daily status of each task and project.
- A consistent focus on timeliness, quality and customer satisfaction insuring all daily work task commitments are accomplished as required in a manner that is “customer-first” to exceed customer expectations.
- Coordinate problem resolution activities between company and contract personnel which insure all steps, programs and procedures are followed in seeing each project is completed on, or ahead of schedule.
- Actively participate and report on the creation of innovative processes and procedures that insure very high levels of productivity and quality.
- Coordinate and collaborate with other departments, contractors and Business Class personnel insuring the complete success of each unique projects goals and objectives.
- Communicate and enforce all company policies and procedures.
- Interface closely with the commercial sales group and with other departments as needed

QUALIFICATIONS:

- Bachelor's degree (B.A.) from four-year college or university; or two to four years related experience and/or training; or equivalent combination of education and experience.
- Having a PMP or CAPM Certificate preferred.
- Minimum of three to five-years project management experience in the computer, data networking, voice or wireless industry preferred. A strong familiarity with standard computer software/hardware; high-speed data over broadband networks DOCIS protocol; experience with Internet services (DHCP, FTP, HTTP, SMTP, SNMP, IMAP, POP, etc); TCP/IP; circuit switched voice; SONET transport; and Cell Tower Backhaul circuits preferred.
- Valid California driver's license and a driving record that complies with company policy. Successful completion of prehire screening test(s).

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JOB SUMMARY
WEST REGION**Open Date 4/20/10 – Close Date 4/27/10 (or until filled)**

Job Title: Business Class Sales Coordinator
Location: Cerritos
Requisition #: 119446BR

The Time Warner West Region currently seeks a Sales Coordinator, for our Customer Operations Department in our Cerritos office. Below please find a brief description of the essential duties and responsibilities required to function successfully in this position.

POSITION SUMMARY:

Insure the total satisfaction of all Business Class customers with the processing and completion of their contracted work requests.

ESSENTIAL FUNCTIONS:

- Insure the total satisfaction of all Business Class customers with the processing and completion of their contracted work requests.
- Provide administrative support to Account Executives, Sales Managers, Directors & all others within the West Region Business Class group to serve our customers needs.
- Cross reference all commercial Service Agreements with CloseTabs/Salesforce database and process the order in compliance with company policies/procedures in meeting the service requirements and contractual terms.
- Input and track all Business Class sales of new services, upgrades, installations and other special requests into the CloseTabs/Salesforce CRM then the billing system.
- Submit all add-a-houses to the appropriate individual/department for completion in support of the order processing.
- Coordinate with the customer and Account Executive to confirm work requirements, installation dates and meeting times to complete the work contracted.
- Receive and process all pertinent paperwork for commercial telephone orders then coordinate with the PAC team for order flow and customer work completion.
- Check and verify all work orders for accuracy, completeness and correct information.
- Notify AE's and other appropriate team members of all order activities including, Order Dates, completions, cancellations & not-dones.
- Verify the accuracy and completeness of the database for all commercial prospects and customers.
- Submit all Static IP request for processing as a normal and customary activity of commercial customers orders.
- Add all static installs into Closetabs/Salesforce for configuration by the appropriate technical representatives.
- Work one-on-one with the Billing, Quality Care and Tier 3 personnel to insure a smooth and trouble-free installation on or before the Due Date committed to the customer.

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- Follow client information folder and filing procedures.
- Assist Customer Care with concerned customers, regarding issues such as, Billing, Install issues, & service issues.
- Log into the billing system and take billing calls from Business Class customers on an as-needed basis.
- Assist field technicians with balancing/authorizing equipment on commercial customer accounts on a as-needed basis.
- Assist with National Accts by tracking surveys, project plans, installations, and manual billing.
- Maintain manual billing for unique or special Business Class accounts.
- Support and assist the commercial Collections team as needed with all collection issues relating to Business Class services.
- Maintain absolute confidentiality of all customer records, transactions and communications related to their account or activities performed by the company in the normal course of supporting and servicing their account.

QUALIFICATIONS:

- High school diploma or equivalent (GED) is required.
- Two years of college or four years experience in a responsible sales support role in a technical products sales organization.
- Experience in Internet service sales and support is a plus.
- Excellent interpersonal, leadership, organizational, and communication skills.
- Ability to work with mathematical concepts such as probability and statistical inference, and fundamentals of algebra.
- Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations such as projections, budgets, and business plans.
- Ability to use personal computer and industry standard software programs to include Windows 98, NT and/or 2000, Microsoft Office (Word, Excel).
- Awareness and experience in the CSG billing system, CoseTabs and/or Salesforce beneficial.
- Must have knowledge of various office equipment and be knowledgeable of the Internet.
- Ability to learn new systems and software programs.
- Good clerical and typing skills a must.

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JOB SUMMARY
WEST REGION**Open Date 4/20/2010 – Close Date 4/27/2010 (until close)**

Job Title: Acquisition Specialist
Location: Chatsworth
Requisition #: 119524BR

POSITION SUMMARY:

The Time Warner Cable's West Region currently seeks an Acquisition Specialist for our Business Class Department in our Chatsworth office. Below please find a brief description of the essential duties and responsibilities required to function successfully in this position.

ESSENTIAL FUNCTIONS:

- Identifies potential clients using cold calling, door-to-door, networking, advertising campaigns, mailing lists, and personal contacts.
- Provides clients with information on Time Warner Cable products and services.
- Submitting customer contracts and maintaining complete records of work and producing reports which includes but are not limited to: monthly sales results, funnel reports, individual commission summaries, ad-hoc reporting as requested.

QUALIFICATIONS:

- Bachelor's degree in business or business related field is preferred.
- A minimum of two (2) years experience selling commercial telecommunications products or negotiating service agreements with property owners.
- To perform this job successfully, an individual should have knowledge of Contact Management systems; Database software; Order processing systems; Spreadsheet software and Word Processing software.
- Must possess valid California driver's license and state-required insurance, safe driving record and utilize personal vehicle to perform essential functions of the job.
- Ability to quickly learn products, market, competition, and customer needs..

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JOB SUMMARY
WEST REGION**Open Date 04/19/10 – Close Date 05/03/10(or until filled)**

Job Title: Cable Store Professional
Location: Chatsworth
Requisition #: 119465BR

Time Warner Cable's Los Angeles Division is currently seeking a Cable Store Representative which will be based in our Chatsworth location. Below please find a description of the essential duties and responsibilities required to function successfully in this position.

POSITION SUMMARY:

This position will provide face-to-face sales and service to store customers, including processing of payments, billing inquiries, services, equipment, scheduling of installations and disconnects, and repair services. This position uses Time Warner Cable sales techniques to communicate with customers to encourage them to upgrade equipment or service packages.

ESSENTIAL FUNCTIONS:

- Responsible for daily customer service activities while providing a high level of customer service in person, at the cable store counter
- Responsible for providing information and assistance to customers in a professional, courteous, and effective manner
- Resolve service related problems prior to scheduling a field visit, and responds to customer complaints and inquiries in a timely and professional manner.
- Sells 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.
- 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. Professional is required to meet accuracy standards.

QUALIFICATIONS:

- High School diploma or equivalent experience.
- Valid Driver's License with satisfactory driving record may be required
- 1 year of customer service, cash handling, and/or sales experience resulting in the ability to demonstrate skills necessary to successfully interact with customers in a professional and positive manner.
- Good oral and written communications skills are needed, along with excellent interpersonal skills, and diplomacy. Must be able to work effectively within in a team environment.
- Solid communication skills. Must be able to demonstrate effectiveness working with various levels of management, staff and/or outside contacts.
- Effective listening skills. Must demonstrate the ability to understand instructions and directions and effectively communicate progress and problems to co-workers and management.
- Ability to work flexible hours, as required is essential. Hours may include, evenings, and weekends.

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JOB SUMMARY
WEST REGION**Open Date 4/20/10 – Close Date 4/30/10 (or until filled)**

Job Title: Business Class Network Support Specialist 3
Location: Colorado Springs, Colorado
Requisition #: 119475BR

The Time Warner West Region currently seeks Network Support Specialist, for our Customer Operations Department in our Colorado Springs office. Below please find a brief description of the essential duties and responsibilities required to function successfully in this position.

POSITION SUMMARY:

To provide administration and technical support for all Business Class broadband products and services. To assist department in meeting established quality and productivity goals. To provide information and assistance to customers and division regarding technical services, plant status and field activity.

ESSENTIAL FUNCTIONS:

- Provide technical support of all Business Class products and services
- Support installation, configuration, documentation, and support of specialized Business Class products and services
- Receive high volume of incoming phone calls and respond to inquiries in a manner which meets high quality, productivity and other performance standards
- Respond to customer complaints in a professional manner; attempt to resolve complaints successfully in accordance with established guidelines. Inform management of all unresolved complaints
- Respond to customer inquiries via e-mail and telephone, or in-person as necessary
- Save customers from disconnecting services whenever possible
- Triage non-helpdesk issues (NHI's) and open ticket escalations (OTE's)
- Work with all National Help Desks, National and Regional Operations Centers, and local technical staff to investigate, assess, and resolve issues
- Understand and inform customers of all Time Warner Cable commercial consumer products and services
- Assist in compiling and distributing various reports for management
- Contribute to the development and maintenance of expert database; call tracking systems, and Intranet
- Coordinate effectively with other departments as needed and document activities
- Create accounts and update information on existing accounts. Properly use billing, provisioning, trouble-ticketing, and related customer-management systems
- Perform all required functions in an accurate, efficient and professional manner. Follow all company policies and procedures and comply with all performance and attendance standards

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- Act as reference center for Business Class operations.
- Assist team members by answering their questions and responding to requests for assistance in handling customer complaints as needed
- Monitor, track, and report all service-related issues.
- Troubleshoot complex technical support incidents, including LAN/WAN environments, DNS, Web Hosting, Hospitality, Dedicated
- Access, multi-modem, routing/switching, and other specialized technical problems.
- Must have a good attendance record, and have a pleasant personality and telephone manner
- Other duties as assigned

QUALIFICATIONS:

- High School Diploma or Equivalent required.
- Experience working in a fast paced customer support environment requiring heavy telephone, e-mail, or face-to-face interaction; or equivalent combination of education and experience preferred.
- Experience with broadband product (voice, video and/or data) technical support is desired.
- Must have strong verbal and written communication skills, good basic math, and organizational and problem solving skills with consistent accuracy, strong initiative and ability to work without close supervision.
- Must possess strong analytical skills, ability to create reports and track data. Typing speed of 40 WPM is preferred.
- Must have demonstrated ability to project a positive, professional company image and proven ability to promote positive customer relations and working relationships on a consistent basis. Applicants must be available to work any assigned shift.
- Ability to follow schematics, diagrams or flow charts and the ability to interpret technical instructions, analyze various systems to define and resolve performance issues.
- Must have a solid technical understanding of network hardware, software and ISP Business Class services; working knowledge of local area networks (LAN), wide area networks (WAN), Telnet, Internet Protocols (IP), Windows and Mac operating systems, DNS, Web Hosting and E-Mail applications. Knowledge of CSG and Remedy software programs preferred.
- Cable (RF) experience and NCTI certification is a plus.
- BS or BA degree in Computer Science, Information Systems, or related field preferred.

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**JOB SUMMARY
WEST REGION****Open Date 4/19/2010 – Close Date 04/26/2010 (or until filled)**

Job Title: Executive Assistant - IT
Location: El Segundo
Requisition #: 119575BR

The Time Warner West Region currently seeks a Executive Assistant, for our IT Department in our El Segundo office. Below please find a brief description of the essential duties and responsibilities required to function successfully in this position.

POSITION SUMMARY:

To provide administrative support to the Vice President of IT.

ESSENTIAL FUNCTIONS:

- Provides support to the Vice President of IT and respective departments including but not limited to: monitoring in/out boxes; screening phone calls; greeting guests; preparing and sending written correspondence to individuals and/or groups; sending and receiving e-mails and faxes; opening/routing mail (including payments received); scheduling appointments; coordinating meeting arrangements; expense report preparation and maintaining filing systems.
- Performs administrative activities such as accepting deliveries; ordering office supplies; maintaining properly functioning office equipment; scheduling and monitoring conference room usage; and maintaining a neat and professional office environment.
- Creates, edits, and maintains company departmental documents as necessary utilizing Word, Excel, PowerPoint, Visio, Publisher, etc.
- Prepares and maintains Capital and Expense Purchase Requisitions, tracks Purchase Orders, Capital and Expense Accruals, codes miscellaneous company Purchase-card transactions correctly).
- Codes and Approve Departmental Invoices in OnBase; process IT invoices for payments as necessary.
- Coordinates travel arrangements for the Vice President of IT and members of their staffs; works closely with local travel agency to maintain strong working relationship.
- Process departmental new hires and ensures paperwork is completed and EID is issued.
- Acts as liaison to VP's direct reports, management and IT frontline employees when necessary.
- Acts as interdepartmental liaison and assists with IT-related functions such as video conferencing and scheduling meetings as necessary.
- Maintains confidentiality at all times.
- Runs errands off Company property.

QUALIFICATIONS:

- A High School diploma or equivalent required.

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- Must possess a valid California driver's license, safe driving history, and daily access to a personal vehicle for job-related errands.
- Minimum 2 years administrative support experience, handling multiple duties in a fast paced environment required. Degree may be acceptable in lieu of one year experience.
- Must possess excellent computer and word processing skills. Knowledge in the use of Windows-based software required (Word 6.0/7.0; Excel). Must have experience with PowerPoint, Outlook, databases and the Internet will be highly desirable.
- Must have the ability to quickly learn the department's objective, goal and expectation and be able to provide support to department head to ensure the department is running efficiently at all times.
- Must possess a sense of urgency and perform/complete/follow through on tasks in an expeditious manner.
- Must possess strong customer service skills and a commitment to providing quality service in a timely manner.
- Must type a minimum of 45 WPM.
- Must be able to report to work on time, maintain regular attendance and be able to work occasional overtime on short notice.
- Ability to interact with coworkers and customers in a positive manner, follow directions and work rules and accept constructive feedback.

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JOB SUMMARY
WEST REGION**Open Date 04/20/10 – Close Date 04/26/10 (or until filled)**

Job Title: Senior Instructor (Customer Care)
Location: Hollywood
Requisition #: 119539BR

The Time Warner Cable West Region currently seeks a Senior Instructor (Customer Care) for our Learning and Development Department in our Hollywood, CA office. Below please find a brief description of the essential duties and responsibilities required to function successfully in this position.

POSITION SUMMARY:

Designs learning curriculum, prepares written materials, leads project, delivers and evaluates programs for operations. Consults with functional area clients to capture or assess needs, then creates a training intervention and measure its affects to the business. When needed, will serve as a trainer for the new hire program.

ESSENTIAL FUNCTIONS:

- Designs, prepares and supports incumbent training using training & development industry methodologies or techniques including train-the-trainer workshops.
- Manages consultation with internal stakeholders to identify development needs, gather feedback and review metrics to identify target populations for ongoing development.
- Manages projects and the instructional design process, quickly develop learning aids and/or upgrades courseware to incorporate regional business strategies & desired competencies.
- Designs programs using Four Levels of Evaluation and Return on Investment models.
- Uses industry methods and standards to evaluate the success of training including calculating return on investment; provides feedback to learners and their managers. Uses evaluation and feedback to upgrade learning.
- Administers learning schedules, calendar and maintains participant records (e.g., test scores, evaluations and attendance) during training.
- Participates in task forces, leads special projects, and contributes time and expertise at committees or team meetings.
- Monitors linkage between curriculum and improved learner job performance, 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.

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

QUALIFICATIONS:

- This position requires the completion of a High School education, or equivalent.
- Obtained a college level degree or technical mastery within a line of business.
- A minimum of three (3) to five (5) years of customer contact experience preferred.
- Presentation, instructional systems design experience, project management certifications are 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, version control tracking and organizational skills are needed. Ability to work in a team environment is essential.
- Excellent oral and written communication skills and outstanding delivery skills are needed.

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JOB SUMMARY
WEST REGION**Open Date 4/20/2010 – Close Date 4/27/2010 (or until filled)**

Job Title: Telecommunication Engineer - Commercial
Location: Ontario
Requisition #: 119171BR

The Time Warner West Region currently seeks a Telecommunication Engineer, for our Information Technology Department in our Ontario office. Below please find a brief description of the essential duties and responsibilities required to function successfully in this position.

POSITION SUMMARY:

Position is responsible for maintaining and troubleshooting the AVAYA telecommunications network for multiple call centers. Position will support 90 + physical locations which include the telecommunications network foot print from San Diego to LA region

ESSENTIAL FUNCTIONS:

- Design, implement and support Telephony Operations for TWC Enterprise and Customer Service voice infrastructure.
- Coordinates and assists with advanced design, testing and implementation of call center applications.
- Focus on Engineering and Administration and act as part of a team that will design, deploy and support new CTI, call center applications, VOIP and SIP services.
- Respond to and resolve technical problems related to telecom systems received via work orders and or trouble tickets.
- Plan and manage all aspects of Telephony related projects from start to end.
- Provide 24x7 on-call support to network and telephony carriers.
- Design, implement and maintain corporate dial plan for the existing corporate networked environment.
- Perform analysis and advanced troubleshooting to identify, isolate and resolve all telephony related problems including all issues associated with VOIP and SIP.
- Perform scheduled maintenance, back-ups and repair or replacement of equipment to ensure all equipment is operating efficiently.
- Generate and interpret advanced statistical call center reports as directed.
- Assist in the development of reports and metrics as required by management.

QUALIFICATIONS:

- Must possess a valid California Drivers License and safe driving history
- Bachelors Degree preferred or 3 to 5 years related experience and/or training; or equivalent combination of education and experience.
- A minimum of three years experience working with ACD Vectoring, modular messaging, SIP Trunking and VoIP telecommunication platforms.
- Minimum of three years of working knowledge of Call Center Express and CMS software applications.

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- Strong working knowledge and troubleshooting of Avaya communications equipment and adjuncts.
- Must communicate effectively to non-technical internal departments.
- Excellent organizational, project management, and problem solving skills are needed. Must be able to manage multiple priorities and tasks.
- Proven successful leadership of large scale technical facilities.
- Ability to visualize, communicate, and manage a comprehensive information and knowledge management strategy; Must communicate exceptionally well to all levels of management both written and orally.
- Working knowledge or Certification a plus for the below:
 - AVAYA 8700
 - AVAYA ACD Vectoring
 - Modular Messaging
 - SIP Trunking
 - CMS
 - VOIP
 - Call Center Express

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**JOB SUMMARY
WEST REGION****Open Date 04/19/2010– Close Date 04/26/2010 (or until filled)**

Job Title: Inbound Sales Agent
Location: Palm Desert
Requisition #: 118478BR

The Time Warner West Region currently seeks a Inbound Sales Agent, for our Customer Care Department in our Palm Desert office. Below please find a brief description of the essential duties and responsibilities required to function successfully in this position.

POSITION SUMMARY:

To provide customers via telephone with clear and accurate information regarding company services, products and billing in a courteous and efficient manner.

ESSENTIAL FUNCTIONS:

- Answers and responds to a high volume of telephone calls from customers inquiring about subscriber services.
- Informs and markets all cable services and products to customers who call in, in order to maximize sales of company products/services.
- Schedules installation appointments with customers who purchase products. Utilizes computerized billing system to schedule appointments.
- Mails copies of billing statements to customers per their telephone request.

QUALIFICATIONS:

- Must have a high school diploma or equivalent.
- One year customer service experience preferred.
- Previous customer service experience in cable TV industry preferred.
- Demonstrated ability to utilize needs based selling techniques to close leads and maximize customer retention.
- Demonstrated ability to utilize needs based selling techniques to close leads and maximize customer retention.
- Must have flexible work hours and be available for occasional overtime.
- Must possess basic typing and computer skills. Data entry experience preferred.
- Must be able to meet customer service quality and availability standards.
- Must be able to maintain regular attendance.
- Ability to interact with coworkers in a positive manner, follow directions and work rules, and accept constructive feedback in a coaching environment.

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JOB SUMMARY
WEST REGION**Open Date 04/19/10 – Close Date 04/29/10 (or until filled)**

Job Title: Business Class Account Executive II
Location: San Diego
Requisition #: 119518BR

Time Warner Cable currently seeks an Account Executive II in our Business Class Department. This position will report out of the San Diego office but will be primarily working in the field. Below please find a brief description of the essential duties and responsibilities.

POSITION SUMMARY:

Responsible for selling Time Warner Cable products and services to commercial businesses which include but are not limited to: access (tiered services), ancillary products, Teleworker, video and dedicated access services by performing the following duties.

ESSENTIAL FUNCTIONS:

- Identifies potential clients using cold calling, door-to-door, networking, advertising campaigns, mailing lists, and personal contacts.
- Provides clients with information on Time Warner Cable products and services.
- Submitting customer contracts and maintaining complete records of work and producing reports which includes but are not limited to: monthly sales results, funnel reports, individual commission summaries, ad-hoc reporting as requested.

QUALIFICATIONS:

- Bachelor's degree in business related field required; MBA preferred.
- A minimum of two (2) years experience selling commercial telecommunications products or negotiating service agreements with property owners.
- To perform this job successfully, an individual should have knowledge of Contact Management systems; Database software; Order processing systems; Spreadsheet software and Word Processing software.
- Must possess valid California driver's license and state-required insurance, clean driving record and utilize personal vehicle to perform essential functions of the job.
- Ability to quickly learn products, market, competition, and customer needs.

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JOB SUMMARY
SAN DIEGO - WEST REGION
Open Date—04/21/2010- Close Date 04/28/2010 (until filled)

Job Title: Technical Support Agent I
Location: San Diego
Requisition #: 119503BR

The Time Warner West Region currently seeks a Technical Support Agent I for our Customer Care Department in our San Diego office. Below please find a brief description of the essential duties and responsibilities required to function successfully in this position.

POSITION SUMMARY:

The purpose of this position is to provide Tier 1 level technical support for video, phone and high-speed Internet products to residential customers in a manner consistent with Time Warner Cable policies, procedures, quality, standards, customer needs and applicable local, state, and federal procedures. **MUST BE AVAILABLE TO START June 11, 2010.**

ESSENTIAL FUNCTIONS:

- Answers and responds to requests received via the Technical Support skill-set from customers inquiring about video, voice and high-speed Internet problems. Logs all service requests into ESS (Enterprise Support System), DPOM (Digital Phone Order Management) or applicable database, coordinates and directs the requests to appropriate ISP, Tier 3 or other Time Warner Cable personnel when unable to resolve at this level.
- Answers and responds to requests received via the Account Management and Payment skill-sets. Transfers more complex AM and Payment calls to the Desert Cities escalation team for resolution.

QUALIFICATIONS:

- Basic knowledge of computer Operating Systems including but not limited to the following required: Windows98, Windows2000, Windows Me, Windows XP, Windows NT and Macintosh Operating systems.
- Basic to intermediate knowledge of PC hardware and software configuration, modem configuration and installation, computer networking and IP, Internet browsers (Explorer, Netscape) and Internet E-mail applications, cabling and installation, hubs, routers and other networking devices, FTP, Telnet, DNS, NAT, email server configuration, LAN/WAN.
- Basic to intermediate level knowledge of all TWC supplied customer equipment including, but not limited to: Set-top boxes, cable cards, remotes, modems – including Digital Phone modems, and wireless routers.
- Prior experience in a call center technical support environment is desired.
- Knowledge of cable television hook-up, set-top box hook-up, VCR/VCU hook-up and associated peripherals is highly desirable.
- Bilingual ability in Spanish/English is preferred.

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JOB SUMMARY
WEST REGION**Open Date 4/19/10 – Close Date 4/26/10 (or until filled)**

Job Title: Time Warner Cable Internship - Marketing
Location: San Diego
Requisition #: 119377BR

The Time Warner West Region currently seeks a college student interested in gaining top-notch experience in the Marketing field as well as a future career in the telecommunication industry for our San Diego office. Below please find a brief description of the essential duties and responsibilities required to function successfully in this position.

POSITION SUMMARY:

The summer program offers interns a \$12.00 hourly wage during an 8-week working period. Students work 40-hours per week and may participate in meetings and other marketing activities designed to broaden their perspectives of the Cable Industry.

ESSENTIAL FUNCTIONS:

- Summer Hire will work with department heads to compile budgeted expenses for 2011.
- Documenting composition of expenses and explaining changes from 2010.
- Summer Hire will also understand and implement procedures for uploading all budget and forecast numbers into the corporate general ledger system; this function will be ongoing from June through August.
- The summer intern will assist the Commercial Sales and Marketing Department in creating and implementing marketing programs and promotions, launch new services and update the subscriber database.

QUALIFICATIONS:

- High school diploma or equivalent (GED) is required. At least 18-years-old.
- Currently enrolled in an accredited college or technical school.
- Must have completed first year of college before start of internship and plan to continue college education in the fall following participation in this internship program.
- A Minimum 3.0 GPA on a 4.0 scale and must be able to participate in this internship program for 8-consecutive weeks, starting no later than June 20, 2010.

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JOB SUMMARY
WEST REGION**Open Date 04/19/10 – Close Date 05/03/10(or until filled)**

Job Title: Cable Store Professional
Location: Santa Clarita
Requisition #: 119266BR

Time Warner Cable's Los Angeles Division is currently seeking a Cable Store Representative which will be based in our Santa Clarita location. Below please find a description of the essential duties and responsibilities required to function successfully in this position.

POSITION SUMMARY:

This position will provide face-to-face sales and service to store customers, including processing of payments, billing inquiries, services, equipment, scheduling of installations and disconnects, and repair services. This position uses Time Warner Cable sales techniques to communicate with customers to encourage them to upgrade equipment or service packages.

ESSENTIAL FUNCTIONS:

- Responsible for daily customer service activities while providing a high level of customer service in person, at the cable store counter
- Responsible for providing information and assistance to customers in a professional, courteous, and effective manner
- Resolve service related problems prior to scheduling a field visit, and responds to customer complaints and inquiries in a timely and professional manner.
- Sells 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.
- 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. Professional is required to meet accuracy standards.

QUALIFICATIONS:

- High School diploma or equivalent experience.
- Valid Driver's License with satisfactory driving record may be required
- 1 year of customer service, cash handling, and/or sales experience resulting in the ability to demonstrate skills necessary to successfully interact with customers in a professional and positive manner.
- Good oral and written communications skills are needed, along with excellent interpersonal skills, and diplomacy. Must be able to work effectively within in a team environment.
- Solid communication skills. Must be able to demonstrate effectiveness working with various levels of management, staff and/or outside contacts.
- Effective listening skills. Must demonstrate the ability to understand instructions and directions and effectively communicate progress and problems to co-workers and management.
- Ability to work flexible hours, as required is essential. Hours may include, evenings, and weekends.

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JOB SUMMARY
WEST REGION**Open Date 04/16/10 – Close Date 04/26/10 (or until filled)**

Job Title: Business Class Account Consultant
Location: Torrance
Requisition #: 119452BR

Time Warner Cable currently seeks an Account Executive I for our West Region Business Class Department. This position will be based out of Torrance / Cerritos. Below please find a brief description of the essential duties and responsibilities required to function successfully in this position.

POSITION SUMMARY:

Responsible for selling Time Warner Cable products and services to commercial businesses which include but are not limited to: access (tiered services), ancillary products, Teleworker, video and voice services by performing the following duties.

ESSENTIAL FUNCTIONS:

- Receive inbound sales calls from perspective business customers and renew current Business Class customer agreements.
- Sell high speed internet access, video services and Business Class Phone to new and existing business customers.
- Meet and exceed all assigned regional goals, including revenue, and expense.
- Inform businesses of the products and services available and answer questions on all aspects of Business Class services.
- Compose, fax or e-mail proposals to existing and potential customers.
- Submit site surveys and process work orders.
- Employ skilled probing techniques to develop customer needs in the sales process.
- Complete Business Class Phone order entry process, move order entry, explain Business Class Phone features.
- Prepare and present an estimated cost analysis to customers based on their business needs.
- Follow procedures to assign account numbers for existing and new potential customers in billing system.
- Complete all necessary paperwork and related electronic processing as required.
- Participate in meetings as well as in training and coaching sessions.
- Utilize provided support materials to ensure accurate presentation of services.

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- Employ professional customer care and technical skills necessary to fulfill service level agreements.
- All other duties as assigned.

QUALIFICATIONS:

- High School diploma or GED required; Associates Degree in related area preferred.
- Good working knowledge of basic Internet, cable television and Business Class Phone technology.
- Must be able to thoroughly explain all Business Class Phone features, setup hunt groups and explain Business Voice Mail functions.
- Knowledge of POTS, DS0, DS1, PBX, DID ISDN-PRI, IP Telephony and standard business feature functionality.
- Three to five years commercial, business-to-business phone and related sales experience preferred.
- Ability to work in a changing, fast paced environment.
- Ability to quickly learn products, market, competition, and customer needs.
- Strong verbal and written communications skills.
- Knowledge of sales techniques and good PC and analytical skills.

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JOB SUMMARY
WEST REGION**Open Date 04/20/10 – Close Date 04/30/10 (or until filled)****Job Title:** Construction Supervisor
Location: Ventura
Requisition #: 119470BR

The Time Warner West Region currently seeks a Construction Supervisor for our Technical Operations Department in our Ventura, CA office. Below please find a brief description of the essential duties and responsibilities required to function successfully in this position.

POSITION SUMMARY:

Oversee the Construction operations to ensure that operations are running effectively.

ESSENTIAL FUNCTIONS:

- Supervise all in-house Construction personnel; ensure that all employees perform their jobs safely and according to established policies and procedures.
- Assist Construction Manager with department budget administration to ensure that both operating and capital plans are followed.
- Oversee all new plant construction and forced conversions (Rule 20)
- Develop and maintain reports on Construction activity and keep management informed on a regular basis.
- Oversee the hiring, direction and training of employees and contractors.
- Develop schedules & ensures timeframes are met.
- Prepare regular progress reports and keep management fully updated.
- Maintain effective supervisor-employee communication. Provide leadership and recognition as appropriate. Conduct performance reviews in a timely manner. Take disciplinary action as needed.
- Develop and maintain professional relationships with officials from local cities, agencies and utilities.
- Ensure all employees understand the importance and provide good internal and external customer service.
- Perform other duties as required.
-

QUALIFICATIONS:

- Requires 5 years experience in Cable Construction management or related technical field
- Must have previous supervisory experience.
- Thorough knowledge of GO 95 and GO 120 rules and regulations for construction practices and standards.
- Must be PC literate and have good working knowledge of CAD design.
- Requires strong communication, management and problem solving skills.
- A valid California driver's license with a good driving record is required.

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