



Southern California Operations Job Opportunities

NEW OPENINGS

Last Updated: **08/24/2011** p.1

Location	Req #	Job Title	Recruiter	Close Date (or until filled)
Anaheim, CA	129657BR	Customer Operations Analyst	Darren Selesnow	08/30/11
Anaheim, CA	129981BR	Digital Phone Abuse Investigator	Darren Selesnow	09/05/11
Cerritos, CA	129813BR	Business Services Account Executive Enterprise	Antoinette DeLeon	08/25/11
Cerritos, CA	129814BR	Business Services Account Executive Premier	Antoinette DeLeon	08/25/11
Cerritos, CA	129996BR	Business Services Administrative Support & Report Coordinator	Jacqueline Wright	08/29/11
Cerritos, CA	129915BR	Business Services Sales Coordinator	Jacqueline Wright	08/25/11
Cerritos, CA	129980BR	Business Services Sales Engineering Support & Service Specialist	Jacqueline Wright	08/29/11
Chatsworth, CA	129905BR	Business Services Account Executive	Antoinette DeLeon	08/25/11
Chatsworth, CA	129948BR	Business Services Voice Specialist	Antoinette DeLeon	08/29/11
Chatsworth, CA	129834BR	Direct Sales Representative	Amity Anderson	08/31/11
Chatsworth, CA	129344BR	Direct Sales Representative	Amity Anderson	08/31/11
Coeur d'Alene, ID	130023BR	Direct Sales Representative	Shirley Mukai-Fortunato	09/06/11
Colorado Springs, CO	129811BR	Customer Care Representative	Jill Turpin	08/31/11
Colorado Springs, CO	129618BR	Outbound Sales Agent	Jason Cross	08/31/11
El Centro, CA	130024BR	Business Services Voice Specialist	Antoinette DeLeon	08/29/11
El Segundo, CA	129033BR	Business Services Collections Representative	Maria Penate	08/26/11
El Segundo, CA	129997BR	Cash Accounting Supervisor	Jacqueline Wright	08/29/11
El Segundo, CA	129715BR	Senior Staff Analyst	Jacqueline Wright	08/25/11
Hollywood, CA	129777BR	Cash Support Professional	Sara Mendoza	08/25/11
Indio, CA	129815BR	Senior Cable Store Professional	Sylvia Pena	08/25/11
Indio, CA	129705BR	Warehouse Technician Professional	Maria Penate	08/25/11
Los Angeles, CA	130022BR	QA Technician	Alicia Merrihue	08/31/11
Orange, CA	129924BR	Dispatcher	Maria Penate	08/25/11
Orange, CA	129776BR	Dispatcher	Maria Penate	08/31/11
Palm Desert, CA	129888BR	Senior Security Investigator (Internal Only)	Amity Anderson	08/25/11
San Diego, CA	129833BR	Residential Account Executive	Irma Baca	08/29/11
San Diego, CA	129751BR	Technical Ops Center Analyst	Sylvia Pena	08/25/11
Van Nuys, CA	129931BR	QA Technician	Alicia Merrihue	08/25/11

CURRENT OPENINGS

Location	Req #	Job Title	Recruiter	Close Date (or until filled)
Anaheim, CA	129201BR	Business Services Account Executive Premier	Antoinette DeLeon	Until Filled
Anaheim, CA	128992BR	Business Services Voice Specialist	Antoinette DeLeon	Until Filled
Anaheim, CA	129057BR	Business Services Voice Specialist	Antoinette DeLeon	Until Filled
Anaheim, CA	129264BR	QA Technician (Internal Only)	Alicia Merrihue	Until Filled
Cerritos, CA	125658BR	Business Services Account Executive Enterprise – Gov/Edu	Antoinette DeLeon	Until Filled



Southern California Operations Job Opportunities

CURRENT OPENINGS (continued)

Last Updated: **08/24/2011** p.2

Location	Req #	Job Title	Recruiter	Close Date (or until filled)
Cerritos, CA	129473BR	Business Services Finance Manager	Jacqueline Wright	Until Filled
Cerritos, CA	129126BR	Business Services Major Account Executive- Carrier Representative	Antoinette DeLeon	Until Filled
Cerritos, CA	127721BR	Business Services Project Leader	Jacqueline Wright	Until Filled
Cerritos, CA	128584BR	Business Services Sales Analyst	Antoinette DeLeon	Until Filled
Cerritos, CA	129053BR	Business Services Voice Specialist	Antoinette DeLeon	Until Filled
Cerritos, CA	128731BR	Network Engineer	Melissa Fernandes	Until Filled
Cerritos, CA	129579BR	Senior Finance Analyst	Jacqueline Wright	Until Filled
Chatsworth, CA	129058BR	Business Services Account Executive Premier	Antoinette DeLeon	Until Filled
Chatsworth, CA	127933BR	Business Services Business Account Manager	Antoinette DeLeon	Until Filled
Colorado Springs, CO	129007BR	Customer Care Supervisor	Jason Cross	Until Filled
Colorado Springs, CO	129461BR	Technical Support Supervisor	Jason Cross	Until Filled
Corona, CA	129658BR	IntelligentHome Security Sales Representative	Paula Barton	Until Filled
Costa Mesa, CA	129265BR	QA Technician (Internal Only)	Alicia Merrihue	Until Filled
El Segundo, CA	128216BR	Dispatcher	Maria Penate	Until Filled
Garden Grove, CA	127807BR	Direct Sales Representative	Paula Barton	Until Filled
Garden Grove, CA	129263BR	QA Technician (Internal Only)	Alicia Merrihue	Until Filled
Ontario, CA	129249BR	Construction Coordinator II	Sylvia Pena	Until Filled
Ontario, CA	129625BR	Customer Care/Sales Representative	Paula Barton	Until Filled
Ontario, CA	129749BR	QA Technician (Internal Only)	Alicia Merrihue	Until Filled
Orange, CA	128954BR	Network Engineer	Sylvia Pena	Until Filled
Palm Desert, CA	128990BR	Business Services Voice Specialist	Antoinette DeLeon	Until Filled
Palm Desert, CA	129056BR	Business Services Voice Specialist	Antoinette DeLeon	Until Filled
San Diego, CA	129454BR	Business Services Voice Specialist	Antoinette DeLeon	Until Filled
San Diego, CA	129240BR	Customer Care Representative	Judy Watson	Until Filled
Van Nuys, CA	129643BR	Bilingual Inbound Sales Representative	Sara Mendoza	Until Filled
Westminster, CA	129120BR	Retail Sales Representative (Bilingual - Vietnamese)	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.

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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 08/16/11 – Close Date 08/30/11 (or until filled)

Job Title: Customer Operations Analyst
Location: Anaheim, CA
Requisition #: 129657BR

The Time Warner Cable Southern California Operations- West Region currently seeks a Customer Operations Analyst for our Customer Care Department in our Anaheim, 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 identify, develop, analyze, and provide automated metric based reports for the regional customer care teams that are located in California, Texas, and the Midwest areas. Analyst must be able to track and trend data to determine overall performance or anomalies of the call center. Additionally, this position will also look to regularly identify new reports/metrics that describe the overall customer experience. A successful candidate will possess an understanding of Customer Care center operations in the cable industry as they will model these business processes/interactions using structured database models within MS SQL Server 2005 environments and MS Excel. Their ability to automate these reports in SQL Reporting Services will be imperative.

ESSENTIAL JOB FUNCTIONS:

- Develop, manage, maintain, automate, and analyze database sourced reports that detail call center operations and the overall customer experience.
- Develop efficient and reliable means of gathering data on an ongoing basis.
- Determine significant variances and measure productivity/efficiency by performing daily, weekly, and monthly variance/trend analysis.
- Assist in the development of new standardized tracking measures that can be applied across multiple teams.
- Consolidate and summarize contact center group and necessary field related information into a comprehensive report that details end-to-end customer experience.
- Provide recommendations for additional reports, tracking tools, and/or metrics that will contribute to the management of productivity and performance.
- Analyze data to isolate specific challenges / opportunities within call center groups and/or field departments.
- Compile, analyze, and distribute performance reports on a daily, weekly, monthly, and quarterly basis.
- Assist management with the identification of customer facing improvement plans or cost reduction plans

JOB REQUIREMENTS:

- Bachelor's degree (preferably Computer Science, Accounting, Finance, Economics, or any Engineering discipline)
- Ideal candidate will possess at least 2-5 years in business/financial metrics analysis and/or operations metrics analysis
- Strong analytical, problem solving, resolution, organizational, written and oral communications skills.
- Knowledge of MS SQL Server, SQL Server Reporting Services, and MS Access.
- Proficient in MS Excel, VBA, Microsoft Office Suite and other related software.
- Must be professional, attentive to detail, and analytical.
- Ability to manage multiple projects and timelines simultaneously.
- Ability to analyze and share suggestions based on metric results.
- Ability to work with minimal direction, as a member of a team, and/or alone.
- Preferred experience with a variety of business systems including CSG, Avaya CMS, eWFM, Remedy, Vantage

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



JOB SUMMARY
SOUTHERN CALIFORNIA OPERATIONS - WEST REGION
Open Date 08/22/11 – Close Date 09/05/11 (or until filled)

Job Title: Digital Phone Abuse Investigator
Location: Anaheim, CA
Requisition #: 129981BR

The Time Warner Cable Southern California Operations- West Region currently seeks a Digital Phone Abuse Investigator for our Digital Phone Department in our Anaheim, CA 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 inbound telephone and email support for customers in the Los Angeles Region for purposes of security and abuse control. Maintain abuse complaint tickets for the Region, and resolve complaints in a timely manner. Enforce the Time Warner Cable acceptable use policy and terms and conditions of service with customers.

ESSENTIAL FUNCTIONS:

- Maintain Regional Abuse Control Desk phone queue during hours of operation.
- To provide internet abuse control and AUP enforcement by responding to complaints received in the Region, and answering inbound phone calls from customers to resolve and or enforce control in a professional and timely manner.
- Assist with the administration of bandwidth utilization and other network abuse or security scans as performed by the Road Runner National Security Center.
- Responds to phone, voice mail, e-mail and remedy generated abuse complaint tickets questions in a timely manner.
- Continually trains and updates knowledge of new internet security and vulnerability updates and releases.
- Provide reporting and data analysis as required.
- May be required to work various shifts or overtime.
- All aspects conducive to ensuring "Total Customer Satisfaction"
- Other duties as they are assigned by management.

JOB REQUIREMENTS:

- High school diploma or equivalent is required.
- Requires three months to one year related experience and/or training; or equivalent combination of education and experience.
- Prior customer service experience, inbound telephone support experience is desired.
- Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations.
- Ability to write reports, business correspondence, and procedure manuals.
- Working knowledge of Internet security issues and specifically the Road Runner/High Speed Data product

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JOB SUMMARY
SOUTHERN CALIFORNIA OPERATIONS - WEST REGION
Open Date 08/15/11 – Close Date 08/22/11 (or until filled)

Job Title: Business Services Account Executive Enterprise
Location: Cerritos, CA
Requisition #: 129813BR

Time Warner Cable Southern California Operations-West Region currently seeks an Account Executive Enterprise in our Business Services Sales Department. This position is based out of the Cerritos, 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 Account Executive Enterprise 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. This position is for the Hospitality vertical.

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.
- Telecommunications industry experience required.
- Proven business-to-business sales experience with "C level" decision makers required.
- Working knowledge of computer networking, LAN and WAN technologies, high-capacity and fiber connected networks required.
- 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.
- Hospitality client experience preferred.

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JOB SUMMARY
SOUTHERN CALIFORNIA OPERATIONS - WEST REGION
Open Date 08/15/11 – Close Date 08/22/11 (or until filled)

Job Title: Business Services Account Executive Premier
Location: Cerritos, CA
Requisition #: 129814BR

Time Warner Cable Southern California Operations-West Region currently seeks an Account Executive Premier in our Business Services Sales Department. This position is based out of the Cerritos, 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 Account Executive Premier 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.
- Telecommunications industry experience required.
- Working knowledge of computer networking, LAN and WAN technologies, high-capacity and fiber connected networks required.
- 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.

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



JOB SUMMARY
SOUTHERN CALIFORNIA OPERATIONS- WEST REGION
Open Date 08/22/11 – Close Date 08/29/11 (or until filled)

Job Title: Business Services Administrative Support & Report Coordinator
Location: Cerritos, CA
Requisition #: 129996BR

The Time Warner Cable Southern California Operations- West Region currently seeks a Business Services Administrative Support & Report Coordinator position for our Customer Ops/Services 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:

The purpose of this position is to produce daily, weekly, and monthly statistical reports used in managing the Operations of Time Warner Cable West Region Business Services and provide administrative support to the managers of the Operations team.

ESSENTIAL JOB FUNCTIONS:

- Provide administrative support to the managers of the Operations team.
- Develop, compile, distribute and analyze daily, weekly, and monthly reports that aide management in making decisions regarding day to day operations within Business Services.
- Analyze reporting requests and performs ad-hoc reports for Business Services personnel as needed.
- Maintain databases and documents in established version control and content repository systems.
- Develop relationships and gain cooperation and commitment with internal and external resources to enhance the creation of reports.
- Interact with internal and external resources to monitor timely report data generation, to act as a liaison to department/management, and to resolve problems and issues.
- Works closely with IS/IT to develop and implement changes.

JOB REQUIREMENTS:

- 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.
- Ability to use personal computer and industry standard software programs to include Windows 98, NT and/or 2000, Microsoft Office (Word, Excel).
- Extensive experience with CATV/MSO operations is a strong plus (such as Business Services Phone, VOD, PPV, video architectures, and digital video).
- Must be able to learn Billing System and other programs to query the billing system.
- Must be a self-starter who is able to work with minimal supervision.
- Have excellent written and verbal communications skills and interpersonal skills.
- Must have proven analytical skills and creative thinking.
- Have the ability to manage multiple projects simultaneously and be highly organized.
- Have excellent problem-solving skills.

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JOB SUMMARY
SOUTHERN CALIFORNIA OPERATIONS- WEST REGION
Open Date 08/17/11 – Close Date 08/24/11 (or until filled)

Job Title: Business Services Sales Coordinator
Location: Cerritos, CA
Requisition #: 129915BR

The Time Warner Cable Southern California Operations- West Region currently seeks a Business Services Sales Coordinator position for our Customer Ops/Services 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 JOB FUNCTIONS:

- Prepare reports to increase management awareness of actual and potential areas of revenue risk/exposure and recommend appropriate action to either prevent or mitigate the risk.
- 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 Close Tabs/Sales force database and process the order in compliance with company policies/procedures in meeting the service requirements and contractual terms.
- 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.
- Assist with National Accts by tracking surveys, project plans, installations, and manual billing.
- 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.

JOB REQUIREMENTS:

- 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 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).

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JOB SUMMARY
SOUTHERN CALIFORNIA OPERATIONS- WEST REGION
Open Date 08/22/11 – Close Date 08/29/11 (or until filled)

Job Title: Business Services Sales Engineering Support & Serviceability Specialist
Location: Cerritos, CA
Requisition #: 129980BR

The Time Warner Cable Southern California Operations- West Region currently seeks a Business Services Sales Support Engineering and Serviceability Specialist, for our Business Services 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:

The pre-sales support Specialist is responsible for supporting the Sales Engineering and Account Executive sales staff. Responsibilities include providing the necessary supporting documentation for all Business Class pre-sales projects; primarily, but not restricted to, providing cost estimation services and support.

ESSENTIAL JOB FUNCTIONS:

- Process pre-sales technical support requests and requests for serviceability costing information received via the Online Sales Information database.
- Process work cues received via Salesforce.com®, e-mail, and other tools.
- Partner with the entire team to ensure 100% of pre-sales support requests are covered, and internal operational level agreements (OLAs) are met.
- Take appropriate actions to communicate and resolve issues.
- Follow escalation procedures as required.
- Maintain records and documentation according to standards.
- Verify data integrity.
- Act as a technical advisor to the SE and AE sales teams.

JOB REQUIREMENTS:

- High School Diploma. Two years experience in a telecommunications or infrastructure provider vertical (preferably with an MSO, LEC, or Cellular Carrier).
- Expert skill level with: AutoCAD®, MapInfo®, Google Earth® and Bentley.com®.
- Familiarity with optical fiber network construction methods and procedures.
- Familiarity with Hybrid Fiber Coax (HFC) network construction methods and procedures.
- Familiarity with optical networking, Wave Division Multiplexing (xWDM), SONET and Ethernet technology is a plus.
- Advanced skill level with: MS Visio®, MS Word®, MS Excel®, MS PowerPoint®, MS MapPoint® and MS Outlook®.
- Strong project management discipline.
- Ability and willingness to work in a high-demand, fast-paced entrepreneurial environment.

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JOB SUMMARY
SOUTHERN CALIFORNIA OPERATIONS - WEST REGION
Open Date 08/15/11 – Close Date 08/22/11 (or until filled)

Job Title: Business Services Account Executive Enterprise
Location: Chatsworth, CA
Requisition #: 129905BR

Time Warner Cable Southern California Operations-West Region currently seeks an Account Executive Enterprise in our Business Services Sales Department. This position is based out of the Cerritos, 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 Account Executive Enterprise 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. This position is for the Government/Education vertical.

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.
- Telecommunications industry experience required.
- Proven business-to-business sales experience with "C level" decision makers required.
- Working knowledge of computer networking, LAN and WAN technologies, high-capacity and fiber connected networks required.
- 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.
- Government/Education client experience preferred.

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JOB SUMMARY
SOUTHERN CALIFORNIA OPERATIONS - WEST REGION
Open Date 08/22/11 – Close Date 08/29/11 (or until filled)

Job Title: Business Services Voice Specialist
Location: Chatsworth, CA
Requisition #: 129948BR

Time Warner Cable Southern California Operations-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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Drug Test / Background Check / High School Diploma or Equivalent is Required



JOB SUMMARY
SOUTHERN CALIFORNIA OPERATIONS - WEST REGION
Open Date 08/16/2011 – Close Date 08/31/2011 (or until filled)

Job Title: Direct Sales Representative
Location: Chatsworth, CA
Requisition #: 129834BR

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 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.

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 08/16/2011 – Close Date 08/31/2011 (or until filled)

Job Title: Direct Sales Representative
Location: Chatsworth, CA
Requisition #: 129844BR

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 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.

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 08/24/11 – Close Date 09/06/11 (or until filled)

Job Title: Direct Sales Representative
Location: Coeur d' Alene, Idaho
Requisition #: 130023BR

The Time Warner Cable West Region currently seeks a Direct Sales Representative for our Residential Sales Department. This position is based out of the Coeur d' Alene, Idaho office but will be primarily working in the field or other remote locations, including but not limited to the Moscow, ID / Pullman, WA system. 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 Idaho 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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Drug Test / Background Check / High School Diploma or Equivalent is Required



JOB SUMMARY
WEST REGION
Open Date 08/11/11 – until filled

Job Title: Customer Care Representative
Location: Colorado Spring, CO
Requisition #: 129811BR

The Time Warner Cable West Region currently seeks a Customer Care Representative, for our Customer Care 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:

To provide information and assistance on all aspects of cable services. Sell and upgrade 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.
- Process customer correspondence.
- Schedule customer appointments in accordance with established procedures.
- Document customer transactions accurately in ACSR and complete required paperwork.
- Coordinate with co-workers, leads and other departments when appropriate.

JOB REQUIREMENTS:

- Must have a high school diploma or GED
- Must have the ability to work within multiple windows and use double monitors.
- Requires recent heavy volume phone experience in a customer service capacity; automatic call distribution experience preferred.
- Customer service/public relations, tele-communications and data entry experience also preferred.
- Sales experience desirable.
- Must have 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 required.

NCBC-WEST 06/10/2011

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

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



**JOB SUMMARY
WEST REGION**

Open Date 08/11/11 – Close Date 08/22/11 (or until filled)

Job Title: Outbound Sales Agent
Location: Colorado Springs, Colorado
Requisition #: 129618BR

Time Warner Cable West Region currently seeks an Outbound Sales Agent, for our Outbound Sales 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 call current customers and upgrade their packages with additional Time Warner Cable products and services. In this position, individuals will conduct sales and retention calls in a manner consistent with Time Warner Cable policies, procedures, quality standards, customer needs, and applicable local, state and federal regulations.

ESSENTIAL JOB FUNCTIONS:

- Attempt to upgrade existing customers and acquire new business.
- Responsible for customer education and providing quality customer service.
- Conduct retention calls to inform of promotions ending and resolve outstanding issues.
- May take inbound calls to assist retention and customer service as needed.
- Enters orders into the ACSR database.
- Uses online support tools.
- Maintains sufficient level of product and procedural knowledge through Iris/Access and reading emails.
- Responsible for maintaining acceptable level of productivity and close to contact rate.

JOB REQUIREMENTS:

- Excellent communication and persuasion skills.
- Self-motivated and reliable, possesses clear, well-modulated speaking voice.
- Possess a positive and cooperative attitude toward customers, coworkers, management.
- Ability to navigate multiple computer programs
- Ability to remain determined in the face of rejection.
- Sales and/or telemarketing background highly preferred.
- Bilingual Speakers (English and Spanish) (English and Korean) preferred.

NCBC-WEST 05/11/11
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JOB SUMMARY
SOUTHERN CALIFORNIA OPERATIONS - WEST REGION
Open Date 08/22/11 – Close Date 08/29/11 (or until filled)

Job Title: Business Services Voice Specialist
Location: El Centro, CA
Requisition #: 130024BR

Time Warner Cable Southern California Operations-West Region currently seeks a Voice Specialist in our Business Services Sales Department. This position is based out of the El Centro, 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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Drug Test / Background Check / High School Diploma or Equivalent is Required



JOB SUMMARY

WEST REGION

Open Date 08/20/11 – Close Date 08/26/11 (or until filled)

Job Title: Business Services Collections Representative
Location: El Segundo, CA
Requisition #: 129033BR

The Time Warner Cable West Region currently seeks a Collections Representative, for our Business Services Department in our El Segundo. Below please find a brief description of the essential duties and responsibilities required to function successfully in this position.

POSITION SUMMARY:

Collection Representative contacts customers by telephone when former debts or potential fraud are detected.

ESSENTIAL JOB FUNCTIONS:

- Uses appropriate resources to determine if there are former debts associated with the customer or if the account was established under false pretenses.
- Composes letters to customers to confirm payment arrangements and action that will be taken and performs follow up activities and takes appropriate action.
- Thoroughly investigates and documents cases involving fraud to refer to the Security Department for criminal investigation.
- Calls customers on delinquent accounts.
- Assists in cleaning the pending non-pay queue.
- Performs skip tracings.
- Cooperates with co-workers and work as a member of a team and accepts change in a productive manner. Provides exceptional customer service. Performs clerical duties and special assignments as assigned to support all department and company goals and objectives.
- All work must meet established production and quality standards.

JOB REQUIREMENTS:

- High school diploma or equivalent required.
- One year previous collections experience in a fast paced, high-pressure environment. Strong written, verbal, and interpersonal communication skills to effectively Communicate with management, co-workers, and customers required.
- Must be able to perform in a fast paced, high-pressure environment.

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



JOB SUMMARY
SOUTHERN CALIFORNIA OPERATIONS- WEST REGION
Open Date 08/22/11 – Close Date 08/29/11 (or until filled)

Job Title: Cash Accounting Supervisor
Location: El Segundo, CA
Requisition #: 129997BR

The Time Warner Cable Southern California Operations- West Region currently seeks a Cash Accounting Supervisor for our Accounting 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:

The purpose of this position is to supervise, develops trains, motivates, and evaluates staff. This position will assist the VP, Assistant Controller.

ESSENTIAL JOB FUNCTIONS:

- Prepare/Reviews and inputs various cash related journal entries into the general ledger.
- Reviews, approves, and posts staffs journal entries.
- Provide financial systems (PeopleSoft) support/training to various divisions and department personnel.
- Prepares/Reviews account reconciliations on a timely basis.
- Ensures accuracy of staff's projects and performs analytical projects as needed.
- Review staffs information and supplies information and support to corporate, division and department personnel related to financial transactions recorded in the general ledger.
- Assists in review and audit of cash as well as related controls.
- Performs other job duties as assigned.
- Sarbanes-Oxley compliance with all the above. Works with Internal and External audit as needed.

JOB REQUIREMENTS:

- Bachelor's degree (B. A.) from four-year College or university; or equivalent training, education and experience.
- Five to seven years related experience and/or training in an automated accounting department required.
- Excellent analytical, organizational, verbal, written, and interpersonal communications skills.
- Knowledge of and ability to apply Generally Accepted Accounting Principles (GAAP).
- Knowledge of company's ledger account structure, including relevant sub ledgers and reconciliations.
- Ability to work independently to complete directed tasks, as well as in a team environment.
- Ability to handle multiple tasks, organizes, prioritize, and work efficiently and effectively under deadlines.
- Well versed in Office Products (Excel, Word, and etc.) and PeopleSoft General Ledger.
- Ability to Prepare and Analyze Income Statements, Balance Sheets and Cash Flow reports.

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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JOB SUMMARY
SOUTHERN CALIFORNIA OPERATIONS- WEST REGION
Open Date 08/17//11 – Close Date 08/24/11 (or until filled)

Job Title: Senior Financial Analyst
Location: El Segundo, CA
Requisition #: 129715BR

The Time Warner Cable Southern California Operations- West Region currently seeks a Senior Financial Analyst position, for our Finance 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:

The purpose of this position is to provide financial analysis, reporting and support within the West Region Finance department. This position will report to the Direct Expense Manager.

ESSENTIAL JOB FUNCTIONS:

- Report actual and forecasted financial/subscriber data.
- Support Programming Finance Manager in preparation of forecasts and budgets.
- Financial analysis of actual, budget and forecast data.
- Maintenance and development of complex financial models.
- Read and interpret billing reports.
- Research and analyze historical trends as required.
- Prepare financial presentation materials and present as needed.
- Perform special accounting/financial projects as needed.

JOB REQUIREMENTS:

- Bachelor's degree (B. A.) from four-year College or university; or equivalent training, education and experience.
- 3 to 5 years of financial analysis experience.
- Requires strong analytical and written and verbal communication skills.
- Proficiency in Microsoft Office products including Excel, PowerPoint required.

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JOB SUMMARY
SOUTHERN CALIFORNIA OPERATIONS- WEST REGION
Open Date 08/22/11 – Close Date 08/29/11 (or until filled)

Job Title: Cash Accounting Supervisor
Location: El Segundo, CA
Requisition #: 129997BR

The Time Warner Cable Southern California Operations- West Region currently seeks a Cash Accounting Supervisor for our Accounting 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:

The purpose of this position is to supervise, develops trains, motivates, and evaluates staff. This position will assist the VP, Assistant Controller.

ESSENTIAL JOB FUNCTIONS:

- Prepare/Reviews and inputs various cash related journal entries into the general ledger.
- Reviews, approves, and posts staffs journal entries.
- Provide financial systems (PeopleSoft) support/training to various divisions and department personnel.
- Prepares/Reviews account reconciliations on a timely basis.
- Ensures accuracy of staff's projects and performs analytical projects as needed.
- Review staffs information and supplies information and support to corporate, division and department personnel related to financial transactions recorded in the general ledger.
- Assists in review and audit of cash as well as related controls.
- Performs other job duties as assigned.
- Sarbanes-Oxley compliance with all the above. Works with Internal and External audit as needed.

JOB REQUIREMENTS:

- Bachelor's degree (B. A.) from four-year College or university; or equivalent training, education and experience.
- Five to seven years related experience and/or training in an automated accounting department required.
- Excellent analytical, organizational, verbal, written, and interpersonal communications skills.
- Knowledge of and ability to apply Generally Accepted Accounting Principles (GAAP).
- Knowledge of company's ledger account structure, including relevant sub ledgers and reconciliations.
- Ability to work independently to complete directed tasks, as well as in a team environment.
- Ability to handle multiple tasks, organizes, prioritize, and work efficiently and effectively under deadlines.
- Well versed in Office Products (Excel, Word, and etc.) and PeopleSoft General Ledger.
- Ability to Prepare and Analyze Income Statements, Balance Sheets and Cash Flow reports.

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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JOB SUMMARY
SOUTHERN CALIFORNIA OPERATIONS - WEST REGION
Open Date 08/12/11 – Close Date 08/19/11 (or until filled)

Job Title: Senior Cable Store Professional
Location: Indio, California
Requisition #: 129815BR

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

POSITION SUMMARY:

Responsible for daily customer service activities while providing a high level of Customer Service, Sales, Business Operations and Supervisor Support.

ESSENTIAL JOB FUNCTIONS:

- Responsible for daily customer service and sales activities. Educates customers regarding products and services, billing cycles, due dates, and the prorating process. Seeks and offers solutions to customer problems at the Lead CSP level, escalating when it is appropriate
- 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.
- Assists the Cable Store Supervisor by facilitating breaks, lunches and basic work flow in the supporting/leading of staff; training, and assisting Cable Store Professionals regarding customer services issues, computer system questions, and company policies and procedures; ensuring compliance with all company and department policies and procedures.
- Handles special customer accounts, including escalated issues and may be asked to open or close Cable Store locations in the absence of the Cable Store Supervisor.
- Assists in the facilitation of department meetings and the sharing of information among Cable Store staff members
- Assists in cash reconciliation under Company policy and guidelines. May perform cash management functions. Generates reports, including nightly reconciliation reports in a timely manner. Informs Supervisor/Manager immediately of any cash discrepancies.

JOB REQUIREMENTS:

- High School diploma or equivalent experience required.
- 3 years experience in customer service, cash handling, and sales required.
- Familiar with Time Warner Cable products and services preferred.
- Familiar with a variety of office equipment and standard software packages, including Microsoft Office Suite required.
- Travel to attend work related meetings and training sessions may be required; Valid Driver's License with satisfactory driving record may be required.
- Ability to work flexible hours, as required. Hours may include, evenings and weekends.

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JOB SUMMARY
SOUTHERN CALIFORNIA OPERATIONS- WEST REGION
Open Date 08/15/10 – Close Date 08/22/11 (or until filled)

Job Title: Warehouse Technician Professional
Location: Indio, CA
Requisition #: 129705BR

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

POSITION SUMMARY:

The Warehouse Technician is responsible for performing a variety of tasks in the warehouse including monitoring inventory, receiving products and entering inventory data. The Warehouse Technician may perform the responsibilities required by Converter Control or Materials depending on location, as well as the combined responsibilities of both Converter Control and Materials.

ESSENTIAL JOB FUNCTIONS:

- Loads and unloads all truck deliveries and daily pick-ups by manual operation or by operating a forklift, pallet jack and/or handcart.
- Receives equipment and records data.
- Breaks down loads from pallets and stock shelves in a neat and orderly manner.
- Inspects for any damages in the inventory received
- Completes and maintains appropriate shipping and receiving documents
- Updates and verifies accuracy of data input into the computer inventory program on a daily basis
- Monitors stock levels to ensure timely re-order
- Distributes products to Company associates as needed, driving may be required
- Maintains equipment usage and maintenance logs according to safety protocol procedures
- Perform Physical Inventory as instructed by region
- Effectively maintains the security of Warehouse inventory equipment
Converter Control Focus
- Tests converter inventory to ensure proper working condition

JOB REQUIREMENTS:

- High school diploma or equivalent
- Valid California Driver License with satisfactory driving record
- Demonstrated ability to utilize computer software and hardware
- Basic math, reading, writing and typing skills
- 1 year previous warehouse experience or equivalent
- Ability to lift 75 pounds
- Ability to work effectively in a team oriented, fast paced and high demand environment
- Ability to maintain a high level of confidentiality while working with highly sensitive information
- Ability to effectively communicate with peers and supervisors.

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JOB SUMMARY
SOUTHERN CALIFORNIA OPERATIONS - WEST REGION
Open Date 08/24/11 – Close Date 08/31/11 (or until filled)

Job Title: QA Technician
Location: Los Angeles, CA
Requisition #: 130022BR

The Time Warner Cable Southern California Operations- West Region currently seeks a QA 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:

Perform field inspections of all installation and service work completed by employees and/or contractors to assure compliance with established Time Warner Cable policies, standards and procedures.

ESSENTIAL JOB FUNCTIONS:

- Apply advanced technical skills to inspect work performed by in-house or contract technicians for the purpose of validating quality of work, productivity and/or contractor invoicing.
- Repair any deficiency noted in drop system.
- Document the quality of all workmanship, ensure any necessary corrective measures are completed and report information or further action need to supervisor/manager.
- Assist in improving system integrity by identifying areas of training and education needed by contractor personnel.
- Safely operate and properly maintain tools and equipment.
- Maintain up-to-date knowledge of customer premise equipment and program services/listings in order to provide information to customers and market company products. Attend trainings when necessary.
- Prepare and accurately maintain logs, reports, work orders and other related documentation in accordance with company and departmental policies.
- Report all property damage, injuries, customer complaints and other potential problems and unusual occurrences promptly to a supervisor or to dispatch.
- This position requires the QA Tech to perform on-call duties as described in TWC policies.
- This position handles difficult customer service issues related to service/installation problems (i.e., OTP/VIP calls) and acts as the liaison between the contractor, customer and TWC.

JOB REQUIREMENTS:

- Requires a high school diploma or equivalent
- A valid California driver's license and an acceptable driving record are required
- Minimum of 12 months as a three product (video, high speed internet and digital phone) technician **(must be at least a FT2 or FT3)**.
- Ability to read city maps
- Must be able to complete paperwork, read work orders and road maps and perform simple mathematical calculations
- Good selling, problem-solving, record-keeping and organizational skills also desirable
- Good communication skills, customer relations skills and ability to educate customers

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



JOB SUMMARY
SOUTHERN CALIFORNIA OPERATIONS- WEST REGION
Open Date 08/16/10 – Close Date 08/23/11 (or until filled)

Job Title: Dispatcher
Location: Orange, CA
Requisition #: 129924BR

The Time Warner Cable Southern California Operations- West Region currently seeks a Dispatcher, for our Technical Ops Department in our Orange, Ca office. Below please find a brief description of the essential duties and responsibilities required to function successfully in this position.

POSITION SUMMARY:

To effectively route daily customer appointments (work orders), manage technician routes and workload within designated timeframes utilizing computerized workforce management applications.

ESSENTIAL JOB FUNCTIONS:

- Perform daily routing of field service work orders using Work assure.
- Manage technician routes using Workassure to ensure customer commitments are met (i.e. install and service calls).
- Assist field personnel with completing scheduled appointments within designated time frames and ensure that management is kept informed of potential problems.
- Contact appropriate technicians to resolve system/plant outages, following established procedures.
- Build work orders and confirm available schedule dates on referrals, new orders and reschedules for technical personnel in accordance to established procedures.
- contact customers to confirm scheduled appointments and verify plant up when outages are reported fixed.
- Log and disseminate information regarding plant down (planned and unplanned) to all appropriate field and customer contact personnel.

JOB REQUIREMENTS:

- High school diploma or equivalent required
- Requires minimum of one year of experience working in a fast-paced customer support environment requiring heavy telephone, e-mail, or face-to-face interaction.
- Must have good verbal and written communication skills, proven problem solving and basic math skills.
- Must have a pleasant telephone manner and proven ability to promote a positive company image on a consistent basis.
- Must have proven ability to prioritize, organize and perform multiple tasks simultaneously and be capable of working with a team and independently.
- Basic understand of computers and typing speed of 40 WPM is required.
- Knowledge of CSG and CSG's Workassure or other computerized workforce management application is preferred.

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.

Time Warner Cable offers an exceptional benefits package, including medical, dental, vision, 401(k) plan, education assistance, free cable and internet (in specified areas).

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



JOB SUMMARY
SOUTHERN CALIFORNIA OPERATIONS- WEST REGION
Open Date 08/24/11 – Close Date 08/31/11 (or until filled)

Job Title: Dispatcher
Location: Orange, CA
Requisition #: 129776BR

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

POSITION SUMMARY:

To effectively route daily customer appointments (work orders), manage technician routes and workload within designated timeframes utilizing computerized workforce management applications.

ESSENTIAL JOB FUNCTIONS:

- Perform daily routing of field service work orders using Work assure.
- Manage technician routes using Workassure to ensure customer commitments are met (i.e. install and service calls).
- Assist field personnel with completing scheduled appointments within designated time frames and ensure that management is kept informed of potential problems.
- Contact appropriate technicians to resolve system/plant outages, following established procedures.
- Build work orders and confirm available schedule dates on referrals, new orders and reschedules for technical personnel in accordance to established procedures.
- contact customers to confirm scheduled appointments and verify plant up when outages are reported fixed.
- Log and disseminate information regarding plant down (planned and unplanned) to all appropriate field and customer contact personnel.

JOB REQUIREMENTS:

- High school diploma or equivalent required
- Requires minimum of one year of experience working in a fast-paced customer support environment requiring heavy telephone, e-mail, or face-to-face interaction.
- Must have good verbal and written communication skills, proven problem solving and basic math skills.
- Must have a pleasant telephone manner and proven ability to promote a positive company image on a consistent basis.
- Must have proven ability to prioritize, organize and perform multiple tasks simultaneously and be capable of working with a team and independently.
- Basic understand of computers and typing speed of 40 WPM is required.
- Knowledge of CSG and CSG's Workassure or other computerized workforce management application is preferred.

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JOB SUMMARY
SOUTHERN CALIFORNIA OPERATIONS - WEST REGION
Open Date 08/15/11 – Close Date 08/22/11 (or until filled)

Job Title: Senior Security Investigator (Internal Only)
Location: Palm Desert, CA
Requisition #: 129888BR

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

POSITION SUMMARY:

Conduct investigations of Time Warner Cable's customers and/or employees involving potential violations of the Company's policies, procedures and quality standards, as well as applicable local, state, and federal regulations.

ESSENTIAL FUNCTIONS:

- Plans, carries out and documents investigations for Human Resources personnel, legal counsel or law enforcement agencies with minimal supervision.
- Makes recommendations regarding action[s] the Company should take to respond to the issue being investigated and participates in the decision-making process with Human Resources personnel and other Company managers as appropriate.
- Ensures that all investigations/inquiries are completely objective and brought to a logical conclusion consistent and in compliance with Time Warner Cable's policies and procedures.
- Manages multiple types of investigations including, but not limited to, employee violations of the Company's code of conduct or workplace rules, workplace violence, and theft of service.
- Plans and conducts interviews of suspects, witnesses and victims. Determines the manner and methods used during the interview process including who should be interviewed, how best to approach the subject of the interview and what questions to ask.
- Works independently on an "undercover" basis to plan and perform "sting" operations and/or controlled illegal equipment purchases.
- Plans, prepares and performs surveillance activities at the time, location and as the Security Investigator deems necessary.
- Authors training materials and trains employees regarding workplace safety issues including workplace violence, customer threats, etc.
- Develops and maintains a professional working relationship with various law enforcement agencies. Often acts as single point of contact with law enforcement in cases involving employees, contractors or customers.
- Uses sophisticated (CCTV) video and still photography equipment.
- Provides testimony under oath in municipal, superior and federal court as needed.
- Prepares and maintains case files, assignment of case numbers and completion of case log books in a neat, accurate and timely manner.
- Stores documents, and maintains evidence per chain of evidence guidelines.
- Exercises judgment in communicating investigative information on a need to know basis only.
- Operates, secures and maintains Company-issued equipment including Company vehicles, photo/video gear, tools, pager, cell phone and two-way radios.



QUALIFICATIONS:

- Bachelors Degree in a related field and five years related experience, or equivalent combination of education and experience.
- Valid driver's license and compliance with Time Warner Cable's vehicle safety operations policy.
- Knowledge of Microsoft Outlook, Word, Excel, and PowerPoint applications.
- Knowledge of federal, state or local regulations regarding theft of cable service.
- Demonstrated excellent interpersonal, organizational, and communications skills,
- Works indoors or outdoors in the public environment.
- Ability to work hours outside of normally scheduled shift with little or no advance notification.

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JOB SUMMARY
SOUTHERN CALIFORNIA OPERATIONS- WEST REGION
Open Date 8/00/11 – Close Date 8/00/11 (or until filled)

Job Title: Residential Account Executive
Location: San Diego, CA
Requisition #: #129833BR

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

POSITION SUMMARY:

To promote and sell cable television, high-speed data, and digital phone services to potential subscribers living in the franchise area through door-to-door campaigns and Homeowners Association presentations.

ESSENTIAL JOB FUNCTIONS:

- Solicits assigned sales territory and solicits orders in person for new or upgraded cable television, high-speed data, and digital phone services.
- Solicits customers' interest in purchasing cable television, high-speed data, and digital phone services by verbally communicating to customers in person.
- Completes customer orders and weekly sales reports in order to report sales activities.
- Explains and educates customers on cable products, programming choices, prices, services, and upgrade situations.
- Collects customer payments for services and collect regular and/or non-payment accounts. Submits payments to TWC in a timely manner.

JOB REQUIREMENTS:

- Must possess effective sales skill techniques in order to promote, sell, and close sales.
- Must possess both strong written and verbal communication skills in order to provide and receive customer and service information and must possess excellent listening skills.
- Must be able to analyze customer preferences in conversation and match with company products and continuously learn and retain knowledge of new services and promotions.
- Must participate in and attend all sales training and department meetings to discuss sales objectives and must have experience utilizing a computer in order to complete weekly sales activity reports.
- Prefer 1-2 years of customer service, telephone sales, or field sales experience.
- 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.
- Bilingual (Spanish) is a plus.
- Must be able to walk and climb stairs regularly and for long periods of time in order to access multiple dwelling unit residences. Must be able to work in various weather conditions.
- Must be able to lift and carry a minimum of 10 pounds for several hours at a time. Prefer ability to lift and carry up to 20 pounds for several hours at a time.

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JOB SUMMARY
SOUTHERN CALIFORNIA OPERATIONS - WEST REGION
Open Date 08/12/11 – Close Date 08/19/11 (or until filled)

Job Title: Technical Operations Center Analyst
Location: San Diego, CA
Requisition #: 129751BR

The Time Warner Cable Southern California Operations- West Region currently seeks a TOC Analyst for our Technical Operations Department in our San Diego, 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 support operational performance improvement through analysis of relevant performance data and metrics which includes: analytical report creation, maintenance, and communication to appropriate personnel including supervisors, managers, directors, as well as additional supporting personnel. Responsibilities include both reoccurring reports and analysis and project and initiative-driven analysis and support.

ESSENTIAL JOB FUNCTIONS:

- Provide input into the development and management of operational reports and metrics.
- Generate and maintain, daily, weekly, monthly, and quarterly queries and reporting.
- Support initiatives through relevant performance analysis including the development of metrics used to quantify process impacts against organization.
- Coordinate analytical efforts with personnel within and outside the local market.
- Provides quality, timely and accurate end-to-end support of any issues within functional area of responsibility. This includes phone, email and IM contacts and ticketing of the event in the appropriate ticketing system.
- Provides surveillance of Time Warner Cable's HFC Network using all applicable NOC Network and Systems Management Tools.
- Performs initial troubleshooting, problem analysis and isolation of network and system events in accordance with TOC Event Management guidelines.

JOB REQUIREMENTS:

- Two year certificate from college or technical school; or minimum three year related experience and/or training; or equivalent combination of education and experience.
- Must be willing to work in an entrepreneurial environment requiring broad experience, adaptability, quick learning and excellent problem solving skills.
- Strong skills and experience utilizing Microsoft Excel and Microsoft Access towards data analysis and presentation.
- Experience writing and running SQL-based queries for database environments.
- Experience in developing and maintaining VBA- based solutions in Excel and/or Access.
- Excellent verbal and written communication skills; must be comfortable interfacing with various employee levels and various audience sizes.
- Excellent time- management and organization skills with a demonstrated ability to manage multiple analytical projects simultaneously.

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JOB SUMMARY
SOUTHERN CALIFORNIA OPERATIONS - WEST REGION
Open Date 08/18/11 – Close Date 08/25/11 (or until filled)

Job Title: QA Technician
Location: Van Nuys, CA
Requisition #: 129931BR

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

POSITION SUMMARY:

Perform field inspections of all installation and service work completed by employees and/or contractors to assure compliance with established Time Warner Cable policies, standards and procedures.

ESSENTIAL JOB FUNCTIONS:

- Apply advanced technical skills to inspect work performed by in-house or contract technicians for the purpose of validating quality of work, productivity and/or contractor invoicing.
- Repair any deficiency noted in drop system.
- Document the quality of all workmanship, ensure any necessary corrective measures are completed and report information or further action need to supervisor/manager.
- Assist in improving system integrity by identifying areas of training and education needed by contractor personnel.
- Safely operate and properly maintain tools and equipment.
- Maintain up-to-date knowledge of customer premise equipment and program services/listings in order to provide information to customers and market company products. Attend trainings when necessary.
- Prepare and accurately maintain logs, reports, work orders and other related documentation in accordance with company and departmental policies.
- Report all property damage, injuries, customer complaints and other potential problems and unusual occurrences promptly to a supervisor or to dispatch.
- This position requires the QA Tech to perform on-call duties as described in TWC policies.
- This position handles difficult customer service issues related to service/installation problems (i.e., OTP/VIP calls) and acts as the liaison between the contractor, customer and TWC.

JOB REQUIREMENTS:

- Requires a high school diploma or equivalent
- A valid California driver's license and an acceptable driving record are required
- Minimum of 12 months as a three product (video, high speed internet and digital phone) technician **(must be at least a FT2 or FT3)**.
- Ability to read city maps
- Must be able to complete paperwork, read work orders and road maps and perform simple mathematical calculations
- Good selling, problem-solving, record-keeping and organizational skills also desirable
- Good communication skills, customer relations skills and ability to educate customers

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