



Cox Communications, a full-service provider of video, voice and data services, is driven by several powerful advantages, including superior technology, award-winning customer care and a strong financial position. As a result of our continued growth, we have opportunities for motivated customer oriented individuals to join our team.

For a full description/requirements and application for the following positions, please log on to our website www.cox.com/coxcareer

Inbound Sales Supervisor – req#31862

Responsible for driving call center sales as a primary delivery channel for all Cox residential services and product lines while ensuring customer satisfaction. Develops, implements, and leads sales strategies for Cox Communications and serves as a strategic partner in the overall operation of the organization. Exceed revenue growth and profit objectives by maximizing the sales of individual and bundled Cox video, voice (may include Wireless) and data services to residential customers through multiple sales channels including inbound and outbound telemarketing, and in-house residential sales teams.

Qualifications:

Typically requires BS/BA in related discipline; some disciplines may only require Associates degree. Generally 3 to 5 years experience in leadership preferred. Previous experience in a call center sales environment preferred.

CSR Technical Support – req#32029

Ensures customer satisfaction and loyalty, by consulting with, assisting and resolving a wide variety of technical requests, inquiries and complaints. Will view customer's accounts, while assisting their technical concerns, and offer additional services to generate opportunities for Sales.

CLASS STARTING January 11, 2010.

MUST BE ABLE TO COMPLETE TRAINING MONDAY-FRIDAY 10AM-7PM

STARTING SALARY \$13.89 PLUS SHIFT DIFFERENTIAL AFTER TRAINING

SHIFTS AVAILABLE AFTER TRAINING WILL BE: VARIOUS EVENING HOURS
& VARIOUS DAYS AT LEAST ONE WEEKEND DAY



PLEASE NOTE IF YOU HAVE ALREADY TESTED FOR THIS POSITION YOU MUST WAIT THE 6 MONTH REQUIRMENT BEFORE RE-TESTING.

Qualifications:

Associates degree in Computer Science, Information Technology or related technical field preferred or 1 year of help desk or 1 year technical troubleshooting plus a minimum of 2 years customer service experience preferred.