



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

CSR Technical Support – req#32913

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 APRIL 5, 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 NIGHTS AND WEEKENDS

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.



Direct Sales Manager- req#32651

Generates sales and revenue across all potential customer segments through face-to-face customer contact, assessing needs, packaging products, and owning the customer experience throughout the sales process. Through partnerships within the community and market segments drives incremental revenue and product growth at key customer decision points. Responsible for recruiting, hiring, training, developing and motivating direct reports to ensure direct residential sales and installation goals are achieved while maintaining quality customer service. Establishes and leverages business alliances with key internal and external partners including but not limited to leasing staff and realtors. Develops team members to promote career pathing and succession planning. Analyzes competitive market trends, coordinates and communicates with other departments to determine appropriate response. Ensures overall financial and non-financial performance goals are met or exceeded and departmental headcount is optimized.

Qualifications:

Typically requires BS/BA in related discipline. Generally 7+ years experience in related field. Certification is required in some areas OR Advanced degree and generally 5+ years experience in related field. Certification required in some areas

Design Engineer II- req#32719

Performs evaluation testing on all hardware and software components for new product offerings, network growth and/or customer-specific applications. Plans, designs, and tests complex voice, data, and/or video networks including individual components and interoperability of multiple network elements. May perform operational efficiency reviews and develop plans for improvements as necessary. At higher levels, conducts strategic network assessments based upon emerging network trends, technologies, and/or future service offerings and develops plans to address needs.

Qualifications:

Typically requires BS/BA or Associates degree in related discipline; Generally 2-5 years of experience in related field; certification is required in some areas OR MS/MA and generally 2-4 years of experience in related field. Certification is required in some areas



Retail Sales/Service Rep-Hi Intensity - Lynnhaven Digital Store-req#32789

In a retail sales and service environment, responsible for achieving store and individual sales goals in the acquisition and retention of customers. While applying the values at Cox Communications, directly responsible for creating the best-in-class customer service with each interaction. Handles a variety of customer requests, inquiries and complaints regarding orders, billing and service in a professional manner.

Qualifications:

HS diploma, GED or relevant work experience; 2-5 years of experience in area of responsibility

Media Consultant I-LNC 5- req#32779

Increases revenue and Cox Media market share for existing mid-level accounts. Assesses assigned clients ongoing digital media and marketing needs; develops, sustains, and grows consultative client relationships; and addresses their marketing needs by selling Cox Media solutions. Works with other members of the sales team and other departments to transition new clients, develop proposed solutions, and ensure that ads air as planned.

Minimum Qualifications Required

1 year successful business-to-business field sales experience with quotas

Reliable transportation

High school diploma, GED, or equivalent work experience

Working knowledge of Windows-based PCs, Microsoft Office

Preferred

1 year or more marketing, media or advertising industry experience

Knowledge of local media market, local contacts

Bachelor's degree in related field

Essential Job Functions

Ability to communicate in person, telephone or written

Ability to give public presentation

Ability to sort and distribute materials

Ability to use reasoning to problem-solve and troubleshoot

Ability to use a calculator, PC, CRT, typewriter and other standard office machines

Ability to work in climate controlled, air processed environment



Central Systems Tech I- req# 32820

Performs work involving installation, test, configuration, and maintenance of communications systems in an MTC or Headend environment or Hub. Systems involve MTC network elements including voice, video, and data equipment, alternate access, transmission, transport and distribution systems to provide advance services and other high capacity services for residential and commercial business customers.

Qualifications:

HS diploma, GED or relevant work experience; 0-2 years of experience in area of responsibility

Entry level support role requiring basic skills; can perform some of the basic tasks within the function; some impact at the job or department level

Solutions Specialist- Part Time Newport News Location- req# 32915

Responsible for driving the retail sales channel for Cox products and services while ensuring customer satisfaction and loyalty by handling customer requests, inquiries and complaints regarding orders, billing and service in a professional manner. Develops and implements retail sales strategies for Cox Communications and serves as a strategic partner in the overall operation of the organization. Exceeds growth and profit objectives by maximizing the retail sales of individual and bundled Cox wireless, video, voice and data services.

Qualifications:

HS diploma, GED or relevant work experience; Specialized skill training/certification may be required; 2-5 years of experience in area of responsibility required