



Inbound Sales Rep Req# 161780

Pay: 9.20 an hour plus shift differential and commission.

Average income a year is about \$40,000 - \$45,000 with potential to make up more.

Hours: 2-11pm does include working Sundays. Saturday and another weekday off

Training: 4 weeks of paid mandatory training at a rate of \$19.23 an hour starting January 9th. Training hours are 10am-7pm.

Position Summary:

The Inbound Sales Representative is a consultative professional sales position within our Telesales team. Individuals in this position are responsible for residential cable, internet, home phone, and home management services. This professional is responsible for learning a customer's household needs and making recommendations while maximizing revenue for Time Warner Cable.

This position is required to sell, transfer, provide information, and offer assistance on all aspects of cable services to potential and current customers by telephone.

Essential Job Functions:

- Conducts proactive consultative needs analysis with new and existing customers including the development of client centric product solutions. They are experts in all TWC products, services and packages in order to support the needs of our customers.
- Answers inbound residential customer calls, covering a full range of Time Warner Cable services, including obtaining all information necessary for resolution of transactions. Calls must be handled in a timely and professional manner and in accordance with company policies and procedures.
- Achieves all sales standards set for the department by following the established departmental policies and procedures.
- Demonstrates full understanding of current marketing campaigns and offerings and has the ability to communicate them clearly to customers at every sales opportunity.
- Provides quality customer service over the phone, including information regarding products and services, billing, repair, collections and other types of inquiries
- Responds to customer complaints in a professional manner; attempts to resolve complaints successfully and upsell in accordance with established guidelines
- Maintains call and data entry (ICOMS/CSG) accuracy levels of 95% or better.
- Completes all other duties as assigned.

Job Requirements:

Excellent customer service and sales skills required
Ability to continuously learn and retain knowledge of new services and promotions being offered by the company
Ability to learn and execute marketing/selling techniques
Requires strong interpersonal skills including excellent time management, listening and people skills
Ability to exercise good judgment, aligned with company policies and procedures
Ability to effectively execute conflict resolution techniques
Ability to work in a fast-paced, highly demanding and high stress work environment and multitask
Must be able to work between 8:00 a.m. and 11:00 p.m., including weekends and holidays
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
Strong critical thinking and problem resolution skills with a “can do” attitude and adapt well to change
Familiarity with applicable local, state and federal regulations
The above list of duties and responsibilities is intended to describe the overall nature and level of work being performed by individuals assigned to this position. The list is not intended to be an exhaustive list of all duties, responsibilities or skills that may be required of individuals in this position.

Preferred Qualifications:

Typing speed of 40 WPM
Working knowledge of the ICOMS & CSG billing systems

Education:

Bachelor’s degree preferred. All other levels of education will be considered in relation to experience.

Experience:

Minimum of one year sales experience preferred with a proven ability to sell
Previous cable industry and/or call center experience, preferred.

Travel Requirements:

Minimal travel to other sites within the region may be required for trainings and meetings.

Legal/Financial Responsibilities:

Requires adherence to Time Warner Standards of Business Conduct. Position must assist in maintaining the confidentiality of customer and business data at all times.

***Must be able to go through a background check and drug test.

[Apply online at Jobs.timewarnercable.com](http://Jobs.timewarnercable.com)

Time Warner Cable is an equal opportunity employer. All qualified individuals will be considered without regard to race, ethnicity, gender or disability, veteran or current unemployment status.