

TIPS FOR APPLYING FOR POSITIONS AT TIME WARNER TELECOM

In this document:

General Information:.....	1
Accessing Your Careers Page	1
First Time Users	1
Returning Applicants	1
Search for Jobs/Apply	1
Application Tips	1
Applying without a Job	1
Career Tools.....	2
Saved Search/Job Agent.....	2
Referral Email.....	2

General Information:

- All applicants should fill out basic information (your contact information and job preferences). You may be required later to fill out an entire application.
- Throughout use of the Careers site, do not use the Back button. To return to a previous step, use the on-screen prompts.
- Questions and concerns can be sent to TWTC.OHR@twtelecom.com

Accessing Your Careers Page:

Navigate to www.twtelecom.com > Careers > Opportunities > Click Here to Get Started.

First Time Users:

First time users should click on Register Now. Enter a User Name and Password. If the user name already exists you will be advised to choose a new one.

Returning Applicants:

- Login to the site using your User Name and password.
- If you do not know your user name or password, use the Login Help features.
- NOTE: In order to retrieve your user name, you must have at least completed the contact information with your email address during a previous visit to the site.

Search for Jobs/Apply:

- The Careers Home page shows the Latest Job Postings for the last two weeks.
- To search for other jobs, use the Basic Job Search feature or Click on “Advanced Search” for more search options.
- In Advanced Search, input appropriate search criteria (or none at all for a full listing) and click on the “Search” button.
- You may view the job descriptions by clicking on the job title.
- You may save the job while you search for other jobs by clicking on “Save Job.”
- You may let a friend know that this might be a job for them by clicking on “Email to Friend.”
- You may apply directly to only this position by clicking on “Apply Now.”
- To apply for multiple jobs, navigate back to the search results screen. Check the Select boxes next to the Posting Title for all the positions you are interested in and then click “Apply Now.”
- To apply to Saved Jobs, click on My Saved Jobs. Check the boxes next to the positions in which you want to apply and then click “Apply Now.”

Application Tips – *Be prepared with all your contacts, phone numbers, employment dates, education information, and driver’s license.*

- **RESUME** – Choose your resume option and click on Continue. (You may upload or paste or use one already submitted at the site from an earlier visit.)
- **CONTACT INFORMATION** – Please provide this information, especially the email address. Save when completed.
- **COMPLETE APPLICATION** – *At any point during the process, you can “Save” your application so the information will not be lost, or it can be completed when returning to the site at a later time.* The required fields in all of these sections are noted by an asterisk (*).

Complete the following sections: Preferences, Work Experience, Education History, Licenses and Certifications, References, Referral Information, and Questions (NOTE: Questions are required to be answered before the application can be saved or submitted.)

- **SUBMIT** – Optional: Provide Self Identification Details. Required: To finish the application, you must agree to the Terms and Agreements, otherwise your application will not be submitted.
- **SUCCESSFUL SUBMISSION** – Your screen should display a “My Applications” page that shows you have successfully submitted your application. (NOTE: Even if you get an email notification, you have not submitted your information until you get to the “Successful” page.)

Applying without a Job:

Click on the “Apply now without adding a job” link. Populate contact information and preferences. Upon submission, it is optional to provide Self Identification Details, but it is required to agree to the Terms and Agreements, otherwise your application will not be submitted.

Career Tools:

Through Career Tools you may do the following:

- **My Profile** – Update address, email address, phone numbers, or change your password.
- **Applications** – Review the applications you have submitted or finish one that you have saved.
- **Resumes** – Review resumes you have previously used.

Saved Search/Job Agent:

You may save search criteria that you might regularly use and then navigate to “My Saved Searches” to use the search. Populate an Advanced Search, and then click on “Save the Search.”

To have your search become a notification agent of new positions that meet your criteria, mark it as a Job Agent and populate the email address where you want the notification to be sent.

Referral Email:

If you have received an email stating that one of our employees has referred you, please click on the link provided to access our site. You will need to sign in if you are a returning applicant or register if you are a new applicant.

In the My Applications section, you will see an application that is in the Not Applied status. Click on this application; it is the one initiated by the referral.

You have the opportunity to add additional jobs in which you are interested. Complete the application (see Application Tips section).