



Join Our Customer Service Team

Why join Spectrum? The better question is, why not? Our Customer Service team is dedicated to making Spectrum the best TV, Internet and Voice company in the communities we serve — covering over 26.2 million residential and business customers. Our Customer Service team members listen with empathy and strive to put their best self forward every day — giving our customers the best possible support. Here, you'll do your part to make sure our customers have a rewarding Spectrum experience.

What opportunities await you? If you have a passion for communication and technology, the Customer Service team has opportunities to help you create this career path. We offer six weeks of paid training to provide you with a great foundation for success. If you have the drive to learn and a passion to help others, you will have a bright future with Spectrum.



- Full-time opportunities
- Emphasis on work-life balance
- Flexible schedules
- Free cable services for employees
- Education assistance



All CSR positions are onsite at our NYC Call Center Blvd., located at 4161 Kissena Blvd, Flushing, NY 11355. Please visit our website at <https://jobs.spectrum.com/cs-flushing> and apply to requisition #311466BR, Video Repair. You should submit your resume as well. Once you submit your application, a link for the Virtual Job Tryout (assessment test) is sent to the email address you provide. You are required to complete the assessment to move forward in the application process. You may use any device: laptop, phone or desktop PC to apply and complete the assessment. All prescreening is done by phone and if selected the actual interview is done onsite in Flushing.

What does community mean to us?

Our communities are the very foundation of our business, and we are passionate about giving back to where we live and work.

What's unique about Spectrum?



We Invest in Our Employees

We believe in offering a comprehensive pay and benefits package that rewards employees for their contributions to our success and delivers real value at every stage of life.

We're proud to provide employees with a very competitive package that includes compensation, health care, retirement, life and disability insurance, and paid time off.

Charter makes a significant investment each year to provide affordable benefits, including adding funds to a Health Reimbursement Account or Health Savings Account to help employees pay for qualified health care expenses. On average, the annual value of Charter's benefits investment in each employee is \$16,700, and we have absorbed the annual cost increase for the medical, dental and vision coverage for 8 years in a row!

Benefits at a Glance

Paid Time Off: Charter provides new employees up to 10 paid vacation days, up to 7 paid sick days, 7 paid holidays, and up to 4 paid personal days each year (proration may apply). Vacation and sick time are earned each pay period, and employees can use their time off as it is accrued during their first calendar year.

Savings & Retirement: Our market leading retirement program helps support our employees' long-term financial well-being. Charter helps employees build retirement savings by matching pre-tax and/or Roth after-tax 401(k) contributions. For every \$1 employees contribute, Charter contributes \$1 up to 6% of their eligible pay (subject to the annual IRS dollar limits).



Charter also provides an additional contribution of 3% of eligible pay in a Retirement Accumulation Plan (RAP) to those employed in a position below the Director level, regardless of contributions employees make to their 401 (k). Once they meet vesting requirements (three years of service), Charter's contributions and earnings belong to them.

Extraordinary Extras: Charter offers several programs together with the Anthem medical options, including, diabetes management with Livongo, second opinion medical and behavioral health reviews with Best Doctors by Teladoc, centers of excellence for certain non-emergency surgeries through Carrum Health and a Health Guide to help employees navigate everything from providers to medical bills. These are offered at no to low-cost, depending on the medical option they choose.

Financial Protection: Charter provides two times our employees' Annual Pay in Basic Life and Accidental Death & Dismemberment Insurance, and they have the option to buy additional coverage for themselves and their dependents. They have the option to buy Voluntary Short-Term Disability coverage for the first year of employment, and after their one-year anniversary, they're enrolled in the company paid short-term and longterm disability programs. Plus, they have the option to enroll in Voluntary Legal Insurance to help with things like wills, buying a house or speeding tickets.

Education Assistance: For employees looking to continue their education, we offer tuition reimbursement for eligible course work up to \$5,250 a year.

Family Benefits: We offer paid parental leave, financial assistance for adoption and surrogacy, and resources like Rethink and Ovia to support their family. Access to confidential and family well-being support is available through the Live Well program. When employees enroll in an Anthem medical option, they also receive top-rated fertility management with Progyny.

Cable Services: Free or discounted residential services (Spectrum TV, Internet, and Voice) are available for employees who live in a Charter service area. If they reside outside of a Charter service area, they're eligible to receive Spectrum TV Essentials and certain online premium video services. Regardless of their service area, they have access to Spectrum Mobile services.