

TeleOps Operator @ Zoox

Experience Requirements:

Zoox is looking for a TeleOps Operator to remotely monitor and assist autonomous vehicles in real time. This role involves overseeing vehicle operations, responding to critical situations, and providing remote guidance when needed. The ideal candidate is proactive, tech-savvy, and comfortable working in a fast-paced, team-oriented environment. Candidates should have 2+ years of experience working in a technology driven role (IT, remote technical support, TeleOps, autonomous vehicle testing, etc), a clean driving record and able to pass a background check and drug screen.

Submission Requirements:

The following must be included with the candidate's submission:



Typing Test Confirmation/certification via <https://www.typingcore.com/test>
Change to 1 minute test and start test. Once complete, have candidate screenshot their results. Minimum: 35 wpm

Photo of driver's license: photo of current driver's license

Ops Check Questions (Submit as a Questionnaire in the document section):

- Why do you want to work for Zoox? Specifically the TeleOps team?
- Tell me about your experience with remote troubleshooting hardware or software based issues
- Have you worked in a high-pressure or fast-paced environment before? How did you manage stress and maintain focus?
- Are you able to pass a background check and a drug screen?
- Do you have a clean driving record and an active driver's license?
- Does the pay rate for this position work for you? (\$25/hour in LV, \$29/hour in SF)
- Day & month of birthday?
- When would you be available to begin if selected for the role?"

Shift Preference: candidate should select at least 2 of the following shifts you are available for listed in the VMS comments.

Candidate Recorded Video Submission:

(Upload as a Questionnaire in the document section):

Video Guidelines: The video is meant to serve as an interview with Zoox and will act as the hiring team's first impression of the candidate. A poorly filmed video (environment, not answering each question separately, lack of professionalism) will not be accepted. Please ensure you are reviewing the videos and providing feedback to the candidates and not submitting bad videos.



- Maximum length: **4-6 minutes**
- Should be treated as a formal interview response; professionalism is expected
- Must be filmed in a **quiet environment** (not in a vehicle)
- Please ensure this video meets all the specified guidelines—there won't be a second opportunity for submission, so make it count!

Questions to Answer in the Video:



- Brief introduction of yourself
- Tell me about a project, task, or interaction that you are most proud of?
- Tell me about an interaction that you wish you'd handled differently.
- Tell me about a time when someone gave you critical feedback about your performance. How did you respond? What did you do with the information?
- How do you maintain focus on a singular tedious task for an extended period of time (4-8 hours)?
- What brings you to the job market?
- Are you able to commit to a 6-month contract?

Workplace Conduct & Expectations



We're excited about your interest in the TeleOps Operator opportunity and want to set clear expectations to ensure this role is the right fit for you. Please review the following guidelines carefully:

- **Phone Usage:** Personal phone use is only allowed during scheduled breaks and lunch periods. Any personal calls should be planned outside of working hours.
- **Training Participation:** The training process is comprehensive and may feel repetitive or slow at times. It's important to stay engaged, as it is crucial to your success in the role.
- **Alertness:** This role entails monitoring moving vehicles in real time. All team members are expected to arrive well-rested and remain alert during their shifts.
- **Professionalism:** While the atmosphere may feel relaxed at times, professionalism is expected at all times.
- **Use of Equipment:** Company-provided equipment is to be used strictly for work-related activities. If you wish to browse the internet or use social media during breaks or lunch, it must be done on your personal device.

Please Note

If you feel that you are unable to meet the expectations outlined above, we completely understand and ask that you let us know. In that case, we will respectfully withdraw your application from consideration.

Questions? Email StaffingPartners@HireArt.com