



Job Opening: CUSTOMER SERVICE MANAGER - BILINGUAL

For full details on the position and directions on how to apply:
<https://sonomacleanpower.org/job-opportunities>

About Sonoma Clean Power (SCP)

As a community choice aggregator or “CCA,” SCP is a public agency and the default electricity provider for Sonoma and Mendocino counties. We source clean energy from renewable resources—geothermal, water, wind, solar, and biomass—and deliver our power to residents and businesses throughout our service territory. At Sonoma Clean Power, we’re invested in the communities in which we live and work. We deliver services that enhance quality of life through competitive pricing, improved air quality, and energy efficiency. By changing the way residents source and use energy, we’re able to deliver customer programs that make a difference in everyone’s life.

Powered by innovative thinking, Sonoma Clean Power was formed to provide a choice beyond for-profit, investor-owned utilities. Today, SCP is a model for community choice programs throughout California. By providing higher percentages of renewable energy that reduce greenhouse gas emissions, our customers are helping solve the climate crisis at a local level.

Summary Description

The Customer Service Manager will lead and supervise the Customer Service Representatives who primarily take customer phone calls and the Customer Service Associates who primarily work with customers who enter the Advanced Energy Center, including events held there. They must develop a working knowledge of customer service policies, customer billing rate schedules, customer focused offerings and incentives as well as develop the ability to present and demonstrate the use of energy-saving technologies in a positive and professional manner.

This position requires special focus on providing excellent customer service and a positive experience for those visiting the Energy Center in search of assistance with their bill, saving money, new technologies, for training or simply curious about the location.

Want to be a part of our dynamic team? Visit www.sonomacleanpower.org to learn more about SCP and the differences we are making in our communities!

To apply, please email a cover letter, resume, and references as a single PDF to: jobs@sonomacleanpower.org.

SONOMA CLEAN POWER IS AN EEO/ADA EMPLOYER



CUSTOMER SERVICE MANAGER - BILINGUAL

Salary Range \$94,000 - \$144,000 (annual)

Bilingual employees receive an additional \$2.00 per hour pay following certification of Spanish language abilities.

SUMMARY DESCRIPTION

Under general direction, this position has a wide range of responsibilities, including general management of the Advanced Energy Center (Energy Center) facility and the supervision and training of staff (SCP and others) assigned to the Energy Center. The position requires a high level of professionalism, strong skills in public engagement, consumer relations in English and Spanish, the ability to form good working relationships with contractors and co-workers, the ability to manage a large variety of tasks and stay organized, and the energy and excitement to learn new things and share knowledge with others.

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Persons working in this position will be assigned primarily to 741 4th Street location and work a 5-day workweek, with some flexibility based on events scheduled before or after regular working hours.

REPORTING AND SUPERVISION

Direct supervision is received from the Managing Director of Customer Service with supplemental direction from the Director of Programs and the Director of Public Relations and Marketing. The Customer Service Manager will supervise a team of Customer Service Representatives and Customer Service Associates. This position will exercise functional and technical supervision over assigned staff at the Energy Center.

ESSENTIAL JOB FUNCTIONS

This class specification indicates, in general terms, the type and level of work performed as well as the responsibilities of employees in this classification. The job functions described are not to be interpreted as being all-inclusive to any specific employee. Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

The Customer Service Manager will:

- Supervise, organize, and evaluate the daily operations of the Advanced Energy Center, including monitoring building maintenance issues and opening and closing the facility during business hours, which include evenings and weekends.
- Anticipate customer flow and work demand and redirect efforts and schedules to ensure proper coverage when and where needed. This includes customer phone calls in-bound and out-bound, walk-in customers to the Energy Center and customers who attend events at the Energy Center.
- Work with energy efficiency product vendors and suppliers who will train staff on products to be displayed and demonstrated at the Energy Center in conjunction with the Programs team.
- Train Energy Center staff in customer service and provide supplemental training on products displayed in the Energy Center.
- Work with Programs and Marketing teams to find local partners to develop, organize and conduct trainings for contractors, homeowners, and building inspectors.
- Work with Marketing and Programs teams on the products to display and demonstrate at the Energy Center in an effort to reduce greenhouse gas emissions and serve SCP customers.
- Provide input and feedback to Programs and Marketing on items displayed for continued improvement on the Energy Center experience.
- Assist customers in understanding their bill, including PG&E discounts, net energy metering, and bill analysis.
- Assist in various aspects of customer service processes such as phone and email responses to questions on billing, receiving payments on PG&E bills, press releases, customer offers and incentives, projects, energy-efficient technologies, and general education.

- Crosstrain Customer Service Representatives and Energy Center Associates on programs, technologies, customer rates and billing so all may assist walk-in traffic at the Energy Center.
- Maintain confidentiality and use discretion in the release of information.
- Have excellent verbal and written communications skills in both English and Spanish, including the ability to synthesize and communicate complex topics to technical and non-technical audiences and to maintain a positive working environment.
- Greet and assist customers and visitors to SCP facilities and during events.
- Be able to handle difficult situations with tact and conflict resolution skills, including resolving issues and concerns of Spanish speaking customers.
- Have the ability and understanding to adhere to the Personnel Rules and Policies of SCP.
- Perform related duties and responsibilities as required.

DESIRED KNOWLEDGE, SKILLS AND ABILITIES

- An understanding of the mission, goals, policies and purposes of SCP, and a passion for sustainability, collaboration, transparency, and excellence.
- Ability to communicate and work effectively with customers and team members in English and Spanish to maintain a positive work environment.
- Ability to handle difficult situations with tact and conflict resolution skills.
- Modern office procedures, methods and equipment including but not limited to computers and applicable software applications such as MS Word, MS Outlook, Power Point, Excel, and Adobe Acrobat.
- Demonstrated ability to work independently on projects with limited input and oversight.
- Experience working in a “storefront,” customer-service, public-focused environment, retail or similar.

- Curiosity and motivation to understand new concepts, tackle problems, and ask questions.
- Ability to objectively analyze and interpret customer feedback in order to enhance and improve the customer experience at the Energy Center.
- Ability and eagerness to learn about new technologies and equipment that uses electrical energy.

REQUIRED QUALIFICATIONS

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education: Coursework from an accredited college or university with focus on business, energy, marketing, or environmental studies, **AND,**

Experience: Seven (7) to ten (10) years of management experience leading a minimum of six (6) service associates at an in-person retail or consumer service center, seven (7) to ten (10) years of supervision of customer services representatives who work primarily on the telephone, manager-on-duty responsibilities, including management of daily facility operations and processes. **AND,**

Language Skills: Expert bilingual (English/Spanish) abilities are required for this position.

PHYSICAL AND WORKING CONDITIONS

The physical and mental demands described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

Environment: Normal retail, storefront environment with exposure to computer screens and phones. All employees will interact with staff and/or public and private representatives when training or demonstrating products in the Energy Center.

Physical: While performing the duties of this class, employees are regularly required to sit, walk, and stand; talk or hear, in person and by telephone; reach with hands and arms. Employees are occasionally required to walk, and stand for prolonged periods; stoop, bend, kneel and twist; and may lift up to 40 pounds with or without assistance. Employees must be able to communicate in person, in writing, and by telephone with management,

coworkers, vendors, consultants, and with the public in face-to-face, one-to-one, and group settings.

Vision: See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents; and operate assigned equipment.

Hearing: Hear in the normal audio range with or without correction.

Mental: While performing the duties of this class, the employee is regularly required to use written and oral communication skills; read and interpret data, information and documents; analyze and solve problems, observe and interpret situations; learn and apply new information or skills; work with frequent interruptions; interact with Authority managers, Board, staff, vendors, the public and others encountered in the course of work.

COVID-19: SCP strives to maintain a COVID-free workplace. To that end, being fully vaccinated is a condition of employment for all our employees unless a medical or religious exemption has been provided prior to the first day of employment.

SCP actively works to provide an inclusive work environment, where people of different ethnicities, national origins, native languages, races, skin colors, sexes, genders, sexual orientations, ages, physical abilities, genetics, politics, religion, financial wealth and education feel welcome, safe and invited to fully participate at every level. SCP further seeks to contribute to a more inclusive and equitable society through our actions, our communication, our policies, and our investments. SCP expects all of its employees to contribute to these goals.

SONOMA CLEAN POWER IS AN EQUAL EMPLOYMENT OPPORTUNITY (EEO)/AND AMERICAN DISABILITIES ACT (ADA) EMPLOYER