



## **Job Opening: CUSTOMER SERVICE ASSOCIATE - BILINGUAL PREFERRED**

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 Associate has a wide range of responsibilities, including assisting with the management of the Advanced Energy Center (Energy Center), customer support and service, administration of both loan and incentive resources, and assisting in the development of events and their implementation. This position will often be in direct communication with SCP customers at the Energy Center. A high degree of independent judgement, professionalism, and discretion is critical when communicating with customers and the public. There is a special focus on providing excellent customer service and a positive experience for those visiting the Energy Center in search of new technologies, for training or simply curious about the location. Staff at the Energy Center are self-starters, dependable and outgoing. Persons working in this position will be assigned primarily at the 741 4<sup>th</sup> Street, Santa Rosa location.

Want to be a part of our dynamic team? Visit [www.sonomacleanpower.org](http://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](mailto:jobs@sonomacleanpower.org).

**If you are also interested in being considered for the Customer Service Representative (Bilingual Required) position, please state in your cover letter.**

***THE SONOMA CLEAN POWER AUTHORITY IS AN EEO/ADA EMPLOYER***



## **CUSTOMER SERVICE ASSOCIATE BILINGUAL/BILINGUAL PREFERRED**

\$25.48 - \$33.13 per Hour (\$53,000 to \$68,900 annual)

*Bilingual employees receive an additional \$2.00 per hour following a demonstration and verification of Spanish language abilities.*

### **ABOUT THE ADVANCED ENERGY CENTER**

The Advanced Energy Center is a hub located in Santa Rosa, California where Sonoma Clean Power's (SCP) purpose comes to life by connecting the community to our clean energy future. It is the place for customers to learn how to live an all-electric lifestyle using 100% renewable energy for everything they do at home. The Advanced Energy Center provides a showroom for approximately 20 vendors. SCP is assisting market adoption of carbon-free technologies by providing incentives, a loan program, and hosting events and classes for students, home and business owners, and the building community.

### **SUMMARY DESCRIPTION**

Under general direction, this position has a wide range of responsibilities, including assisting with the management of the Advanced Energy Center (Energy Center), customer support and service, administration of both loan and incentive resources, and assisting in the development of events and their implementation. This position will often be in direct communication with SCP customers at the Energy Center. A high degree of independent judgement, professionalism, and discretion is critical when communicating with customers and the public. There is a special focus on providing excellent customer service and a positive experience for those visiting the Energy Center in search of new technologies, for training or simply curious about the location. Staff at the Energy Center are self-starters, dependable and outgoing. Incumbents in this position must be able to work on site, in a team environment and/or independently with limited supervision during any of the Energy Center's regular hours, Tuesday through Saturday with flexibility to work occasional evenings, Sundays and Mondays with advanced notice. Persons working in this position will be assigned primarily at the 741 4<sup>th</sup> Street, Santa Rosa location.

## REPORTING AND SUPERVISION

Direct supervision is received from the Customer Service Manager, with supplemental direction from the Managing Director of Customer Service and other SCP and directors, as needed. This position may exercise functional and technical supervision over assigned interns at the Energy Center.

## ESSENTIAL JOB FUNCTIONS

*This job description indicates, in general terms, the type and level of work performed as well as the responsibilities of employees hired for this position. The job functions described are not to be interpreted as being all-inclusive to any specific employee.*

- Be present at the Energy Center each workday and at remote events as assigned.
- Support and evaluate the daily operations of the Energy Center, including opening and closing the store during business hours, which includes evenings and weekends.
- Facilitate Energy Center events and classes.
- Greet and assist customers and visitors to the Energy Center and off-site events.
- Ask clarifying questions to determine the customer's purpose, scope of project, and to provide the most effective service to each customer.
- Ability to learn and explain the basic function of the various electric technologies displayed at the Energy Center.
- Learn and understand basic customer service issues such as customer rates and billing, and be able to clearly explain these issues to customers.
- Assist in various aspects of customer service processes such as phone and email responses to questions on customer offers and incentives, projects, and energy-efficient technologies.
- Provide support tracking and processing payments to customers.
- Assist with the preparation and clearing of public meetings, classes, and event areas.

- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
- Develop full knowledge of all SCP programs to educate the public on program benefits.
- Maintain confidentiality and use discretion in release of information.
- Communicate clearly and concisely in English, using job-related terminology, both orally and in writing.
- For designated Bilingual/Spanish positions, communicate clearly and concisely, using job-related terminology, both orally and writing in Spanish.
- Participate in staff meetings and training to keep abreast of issues, policies, programs, procedures, and changes in process.
- Assist with equipment check out programs, monitoring stock of equipment used at the Center for at-home trials, on-site demonstrations or give-a-ways.
- Have the ability to understand and adhere to all Personnel Rules and Internal Policies of SCP.

## **DESIRED KNOWLEDGE, SKILLS AND ABILITIES**

- Excellent verbal and written communications skills, including the ability to synthesize and communicate complex topics to technical and non-technical audiences.
- An understanding of the mission, goals, policies and purposes of SCP, and a passion for sustainability, collaboration, transparency, and excellence.
- Ability to work effectively with customers and team members to maintain a positive work environment.
- Ability to objectively analyze and interpret customer feedback to enhance and improve the customer experience at the Energy Center.
- Ability to handle difficult situations with tact and conflict resolution skills.
- Be flexible and adaptable to a fast-paced environment.

- Ability to be outgoing, friendly, helpful, and patient with callers or walk-ins that may be confused or frustrated.
- Ability to present and speak publicly or assist in public engagements.
- Demonstrated ability to work independently on projects with limited input and oversight.
- Experience working in a retail environment, public-focused environment, public agency or similar.
- Working knowledge of general clerical and office practices and procedures
- Working experience with Microsoft Office Suite software programs, such as Outlook, Word, Excel Monday.com, and Teams and other data processing programs used in business offices.
- Be detail oriented, thorough, and able to focus on and complete tasks in a busy environment.
- Be flexible working individually or as a member of a team.
- Be eager to learn and enjoy a challenge!

## **REQUIRED QUALIFICATIONS AND EXPERIENCE**

*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:** Associate degree or coursework from an accredited college or university with focus on business, energy, marketing, or environmental studies, **AND,**

**Experience:** Two or more years of relevant work experience with a minimum of two (2) years leading service associates in a retail or consumer service industry. Experience working in customer service or in a call center is desirable.

## **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 office and/or busy retail environment with exposure to computer screens. Employees will interact with staff and/or public and private representatives in interpreting SCP services, programs, billing issues and explaining SCP's policies and procedures.

**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 twenty (20) pounds. Employees must be able to communicate in person, in writing, and by telephone with Board members, management, coworkers, vendors, consultants, and with the public via email, 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; perform highly detailed work; work on multiple concurrent tasks; work with frequent interruptions; work under intensive deadlines; 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**