



Job Opening: CUSTOMER SERVICE REPRESENTATIVE - 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 Representative will work with the Sonoma Clean Power (SCP) Customer Service and Advanced Energy Center (Energy Center) staff in some or all functions related to customer support and service, with a primary focus on telephone inquiries. Persons in this position will often be the first point of contact with SCP customers. The position requires a knowledge of agency programs and services and billing processes. Duties include responding to incoming calls, greeting and assisting customers and visitors in the Energy Center, responding to information requests regarding SCP and/or billing issues, distribution of mail and resolution of mailing address issues, updating customer information, editing of promotional/educational materials, and other tasks as assigned. Persons working in this position will be assigned primarily to 741 4th Street location and occasionally at the 431 E Street headquarters office (both in Santa Rosa, CA) on a Monday-Friday schedule.

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.

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

THE SONOMA CLEAN POWER AUTHORITY IS AN EEO/ADA EMPLOYER



CUSTOMER SERVICE REPRESENTATIVE BILINGUAL

\$21.63 - \$28.85 per hour (\$45,000 - \$60,000 annual)

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

SUMMARY DESCRIPTION

Persons working in this job class will work with the Sonoma Clean Power (SCP) Customer Service and Advanced Energy Center (Energy Center) staff in some or all functions related to customer support and service, with a primary focus on telephone inquiries. Persons in this position will often be the first point of contact with SCP customers. The position requires a knowledge of agency programs and services and billing processes. A high degree of independent judgement, professionalism, and discretion is critical when communicating with customers and the general public. Duties include responding to incoming calls, greeting and assisting customers and visitors in the Energy Center, responding to information requests regarding SCP and/or billing issues, distribution of mail and resolution of mailing address issues, updating customer information, editing of promotional/educational materials, and other tasks as assigned. Persons working in this position will be assigned primarily to 741 4th Street location and occasionally at the 431 E Street headquarters office (both in Santa Rosa, CA) on a Monday-Friday schedule.

REPORTING AND SUPERVISION

Direct supervision is received from the Customer Service Manager, with supplemental direction from 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. Management reserves the right to add, modify, change, or rescind the work assignments of any position and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

The Customer Service Representative will:

- Communicate clearly and concisely, using job-related terminology, both orally and in writing in both English and Spanish.
- Provide responsible, patient and efficient customer service and support to the SCP Managing Director of Customer Service, the SCP staff, and public.
- Assist in various aspects of customer service processes such as phone and email responses to questions on billing, service, press releases, customer offers and incentives, projects, energy-efficient technologies, and general education.
- Ask clarifying questions to determine the customer's purpose, scope of project, and to provide the most effective service to each customer.
- Have the ability to learn and explain the basic function of the various electric technologies displayed at the Energy Center. Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
- Learn to calculate fees both manually and using Excel tools.
- Maintain confidentiality and use discretion in release of information.
- Greet and assist customers and visitors to SCP facilities and during events.
- Assist with the preparation and clearing of meeting and event areas.
- Participate in staff meetings and training to keep abreast of issues, policies, programs, procedures, and changes in process.
- Copy and maintain forms, handouts, and supplies needed by staff or customers.
- Process customer mail including returned checks and ensure all have been uploaded in the CRM.

DESIRED KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of basic arithmetic, English and Spanish grammar, vocabulary, spelling, punctuation, and composition.
- Be flexible and adaptable to a fast-paced environment.

- Have the ability to be outgoing, helpful and patient with callers or walk-ins that may be confused or frustrated.
- Working knowledge of general clerical and office practices and procedures.
- Working experience with Microsoft Office Suite software programs, such as Outlook, Word, Excel and Teams and other data processing programs used in business offices.
- Have an understanding of the mission, goals, policies and purposes of SCP.
- 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

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: High school diploma and/or coursework from an accredited college in business, communications, psychology or related field or completion of a formal program of instruction in Business Administration from an accredited school **AND**,

Experience: A minimum of two (2) years of relevant work experience. 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 SCP management, Board, staff, vendors, the public, and others encountered during 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