



## **Job Opening: CUSTOMER SERVICE REPRESENTATIVE (bilingual Spanish/English required)**

\$28.85 - \$48.08 per hour (approximately \$60,000 – \$100,000 annually)

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

For full details on the position and directions on how to apply:

<https://sonomacleanpower.org/job-opportunities>

Are you ready to lead the charge in shaping the future of local clean energy? Join Sonoma Clean Power (SCP) as a bilingual Customer Service Representative!

SCP is on the lookout for a friendly and dynamic bilingual Customer Service Representative to play a key role in delivering on our Mission to turn the tide on the climate crisis, through bold ideas and practical programs. As the community-owned electricity provider for Sonoma and Mendocino counties, SCP is at the forefront of California's clean power transition, and we need an outgoing individual like you to join our team!

### **About Sonoma Clean Power (SCP)**

SCP is not just an electricity provider; we are a catalyst for change. We procure electricity from clean, renewable sources including solar, wind and geothermal. Our commitment to clean energy has made us a leader in the industry, and we've been providing an optional 100% local renewable source since 2014.

### **Summary Description**

As a Customer Service Representative, you will work under SCP's Customer Service Manager to 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. You will also provide responsible, patient, and efficient customer service and support to SCP staff and the public.

The ideal person for this position will have a high degree of professionalism, excellent communication skills, and bring a can-do attitude to the team. Being bilingual/biliterate in Spanish and English is required.

Visit [www.sonomacleanpower.org](http://www.sonomacleanpower.org) to learn more about SCP.

**To apply, please email a cover letter, resume, and references as a single PDF to:**  
[jobs@sonomacleanpower.org](mailto:jobs@sonomacleanpower.org).

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



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### **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. This position may be required to staff events at the Energy Center and out in the community, outside normal business hours. Persons working in this position will be assigned primarily to SCP's 741 4<sup>th</sup> Street location and occasionally at the 431 E Street Business 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 the Managing Director of Customer Service and other SCP directors, as needed. This position may exercise functional and technical supervision over assigned interns at the Energy Center.

The FLSA classification of this position is Non-Exempt.

### **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.
- Understand and adhere to all Personnel Rules and Internal Policies of SCP.
- Perform other duties and related tasks as required.

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

### **Knowledge and skills:**

- Knowledge of basic arithmetic, English and Spanish grammar, vocabulary, spelling, punctuation, and composition.
- 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.

**Ability to:**

- Be flexible and adaptable to a fast-paced environment.
- Be flexible working individually or as a member of a team.
- Be outgoing, helpful and patient with callers or walk-ins that may be confused or frustrated.
- Be detail oriented, thorough, and able to focus on and complete tasks in a busy environment.
- Understand the Mission and functions of SCP sufficiently to explain to other agencies and the public.
- 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, **AND**,

**Language Skills:** 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 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.

*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.*

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