



## **CUSTOMER SERVICE REPRESENTATIVE (CSR)**

**(SPANISH/ENGLISH BILINGUAL PREFERRED)**

CSR I: \$28.85 - \$36.06 per hour Approximately \$60,000 - \$75,000 annually

CSR II: \$33.65 - \$40.87 per hour Approximately \$70,000 - \$85,000 annually

*Bilingual employees receive an additional \$2.00 per hour pay after passing SCP's Spanish language test.*

### **CUSTOMER CENTER**

The Sonoma Clean Power Customer Center (Center) is located in downtown Santa Rosa, California, where Sonoma Clean Power's (SCP) purpose comes to life by connecting the community to their local electricity provider. It is a place for customers to receive customer service in person, to learn who SCP is, what we do, and to provide support with their electricity bill. The Center also provides education about energy efficiency, offers and rebates, and electrifying home appliances. In addition, the Center hosts events such as contractor training, non-profit board meetings, community mixers, student field trips, and cooking demonstrations.

### **SUMMARY DESCRIPTION**

The Customer Service Representative (CSR) primarily supports SCP's customers through SCP's call center. CSRs are responsible for explaining who SCP is, what it does, SCP billing charges, customer programs, explanations of low-income programs. The CSR may also do public presentations and assist in events and their implementation. This position provides customer service by phone, email, and Center walk-ins.

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 in all aspects of customer support at the Customer Center. People working in this position will be assigned primarily to 741 4th Street, in downtown Santa Rosa.

### **REPORTING AND SUPERVISION**

The Customer Service Representative reports directly to the Call Center Supervisor, who reports to the Customer Service Manager. Direction may also come from the Managing Director of Customer Service. This position may exercise functional and technical supervision over assigned interns at the Customer Center.

The FLSA clarification of this position is Non-Exempt.

## **ESSENTIAL JOB FUNCTIONS**

These job functions describe, in general terms, the type and level of work performed and the responsibilities of employees hired for this position. Management reserves the right to add, modify, change, or rescind work assignments and to make reasonable accommodations so qualified employees can perform the essential functions.

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### **CUSTOMER SERVICE REPRESENTATIVE I (ENTRY LEVEL):**

*Phone-based customer support and account assistance involving foundational knowledge of SCP programs, billing, and customer service processes.*

#### **Key Responsibilities**

- Provide excellent customer service to customers, non-customers, and community groups.
- Learn how to read customer bills and how to calculate savings using established tools.
- Educate customers on split billing and the role of SCP.
- Assist customers with questions related to billing components, opt out education, SCP programs, and other concerns.
- Explain net energy metering and solar billing plan.
- Assist with general customer service (in-person, phone, and email) related to customer offers, rebates, and technologies.
- Learn basic energy-efficient and fuel-switching electric technologies to explain to customers.
- Support coordination of programs and events.
- Help facilitate customer education activities, including tours, presentations, events, and classes, and assist with set-up and clean-up.
- Foster positive inclusive team-focused relationships with colleagues.
- Participate in training and meetings.
- Support intern and new hire training.
- Maintain confidentiality and use discretion in the release of information.
- For employees who are designated and verified as Spanish bilingual (by passing SCP's language test), communicate clearly and concisely using job-related terminology, both orally and in writing, in Spanish.

#### **Skills**

- Basic arithmetic and communication skills (verbal, grammar, spelling, punctuation, and composition).
- Knowledge of Office tools and systems.
- Ability to learn complex topics.
- Customer service and teamwork skills.
- Problem-solving and adaptability.

- For employees designated and verified as Spanish bilingual: knowledge of Spanish grammar, vocabulary, spelling, punctuation, and composition sufficient for professional customer communications.

### **Ability to**

- Be flexible and adaptable in a fast-paced environment.
- Be helpful and patient with callers or walk-ins who may be confused or frustrated.
- Be detail-oriented, thorough, and able to focus on and complete tasks in a busy environment.
- Work independently and as a member of a team.
- Learn new information quickly and enjoy problem-solving.
- Comprehend and adhere to SCP's Personnel Rules and internal policies.

### **Minimum Qualifications**

- High school diploma and at least one (1) year of call center or customer service experience

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## **CUSTOMER SERVICE REPRESENTATIVE II (INTERMEDIATE LEVEL):**

*Advanced phone-based customer support and account issue resolution, including application of detailed operational knowledge, billing expertise, and proactive problem-solving.*

### **Key Responsibilities**

- Perform all duties of **Customer Service Representative I** with greater independence.
- Provide excellent customer service to customers, vendors, businesses, and community groups.
- Become proficient in customer bills, including net energy metering, and solar billing plan.
- Explain complex billing components, rates, and programs.
- Troubleshoot customer concerns using conflict resolution and de-escalation skills.
- Run residential rate reports.
- Learn and explain more complex topics such as low-income programs, fuel switching and other energy efficiency options.
- Deliver SCP General and Payment Assistance presentations in-house and at other events, as assigned.
- Analyze customer feedback to improve customer satisfaction.
- Ensure proper procedures are used to open and close the Center as scheduled, including evenings and Saturdays.
- Ability to update call center voicemail.

- Take a leadership role in intern training.
- Take lead updates to procedures and processes.

### **Skills**

- Build on the skills of a **Customer Service Representative I** with increased complexity and independence.
- Advanced problem-solving.
- Ability to synthesize and explain complex topics to technical and non-technical audiences.
- Knowledge of SCP systems and programs.

### **Ability to**

- Comprehend and explain SCP's mission, vision, and goals.
- Explain all of SCP's customer programs, including background and purpose.

### **Minimum Qualifications**

- High school diploma and at least two (2) years of call center or customer service experience.

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## **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 accommodation may be made to enable individuals with disabilities to perform the essential job functions.*

**Environment:** Normal office environment with exposure to computer screens. Employees will interact with staff and/or public and private representatives in interpreting and enforcing SCP's policies and procedures one-to-one and in group settings.

**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 20 pounds. Employees must be able to communicate in person, in writing, via email, and by telephone.

**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 its employees to contribute to these goals.*

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