



CALL CENTER SUPERVISOR (bilingual Spanish/English required)

\$100,000 - \$153,750 annually

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

SUMMARY DESCRIPTION

The primary objective of this role is to ensure outstanding customer service experience while helping customers understand SCP's mission and clean energy programs. The Call Center Supervisor will work closely with Sonoma Clean Power's (SCP) Customer Service team to advocate for and support customers in SCP's service territories.

The Call Center Supervisor will directly manage SCP's Customer Service Representatives (CSRs) and oversee the day-to-day activities of the in-house call center. Key responsibilities include developing call center workflows and schedules, supporting staff training and development, call quality assurance, employee reviews, and assisting with hiring and onboarding new team members.

REPORTING AND SUPERVISION

Direct supervision is received by the Customer Service Manager, who reports to the Managing Director of Customer Service. The Call Center Supervisor will manage SCP's Customer Service Representatives (CSRs). The primary workplace for this position is on site at the SCP Customer Center in downtown Santa Rosa, CA.

The FLSA classification for this position is Exempt.

ESSENTIAL JOB FUNCTIONS

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

Team Leadership & Staff Development

- Lead the setup and daily operations of SCP's in-house Call Center
- Provide leadership that reflects SCP's values and service commitments
- Assist with hiring, training, scheduling, and supervising Customer Service Representatives

- Directing and evaluating employee work, efficiency, and productivity
- Planning, determining, and distributing work
- Keeping production records for supervision
- Ensuring the safety of employees and property
- Leading the setup and daily operations of SCP's in-house Call Center
- Providing leadership that reflects SCP's values and service commitments
- Develop and implement internal procedures, call scripts, training guides, and customer service policies
- Conduct regular coaching and performance reviews of team members, and utilize accountability and performance metrics for professional growth.
- Foster a team culture of empathy, professionalism, accountability, feedback, and continuous improvement

Operations & Customer Experience

- Ensure high-quality service delivery using systems including Five9, Zendesk, Salesforce, Microsoft Teams, and Office 365.
- Manage customer inquiries via phone, email, and limited outbound communication
- Handle escalated customer issues with professionalism and care via all communication channels
- Monitor and ensure a robust quality assurance process and service standards are consistently met
- Identify, track, and report monthly Call Center performance metrics
 - Examples include 90%+ customer satisfaction, fewer than 10 abandoned calls per month, and average speed of answer within 45 seconds
- Help refine call scripts, workflows, and training materials to improve consistency and service outcomes.
- Have the ability and understanding to adhere to the Personnel Rules and Policies of SCP.
- Performs other duties and related responsibilities as required.

Strategic Planning Contributions

- Drive continuous improvement by analyzing trends and identifying opportunities to enhance efficiency and impact.
- Collaborate with other SCP departments to improve customer experience.
- Find ways to reinforce SCP's values around clean energy, sustainability, community stewardship, and local value.
- Participate in broader Customer Center, Customer Service, and SCP initiatives and agency-wide service planning.

REQUIRED QUALIFICATIONS

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

Education:

- A high school diploma or equivalent AND,

Experience:

- Minimum of five (5) years of experience in a call center or customer service environment.
- Minimum of three (3) years of experience in a supervisory or team lead capacity.
- Spanish language fluency required (spoken and written)

DESIRED KNOWLEDGE, SKILLS AND ABILITIES

- Experience in one or more of the following: the public utility agency, electric utility industry, technical sales, customer service, or business development.
- Proficiency with MS Office and call/contact center systems
- Strong grasp of customer service metrics and standards
- Excellent verbal and written communication skills
- Outstanding organizational, analytical, and problem-solving abilities
- Ability to multitask, prioritize, and stay calm under pressure
- Team-oriented approach with a focus on customer satisfaction
- Experience in utility, energy, or public sector customer service
- Certified Call Center Manager (e.g., CCCM) credential or similar credential
- Experience working with diverse and underserved customer populations

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**