



CUSTOMER SERVICE REPRESENTATIVE

(BILINGUAL)

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

SUMMARY DESCRIPTION

Persons working in this job class will work with the Sonoma Clean Power (SCP) Customer Service 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 office, 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 the 431 E Street headquarters office and occasionally at the 741 4th Street location (both in Santa Rosa, CA) on a Monday-Friday schedule.

SUPERVISION RECEIVED AND EXERCISED

Direct supervision is received from the Director of Customer Service. No supervision of other staff required.

EXAMPLES OF ESSENTIAL JOB FUNCTIONS AND RESPONSIBILITIES

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.

- Provide responsible, patient and efficient customer service and support to the SCP 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, and cancelling service.
- Ask clarifying questions to determine the customer's purpose, scope of project, and to provide the most effective service to each customer.
- Provide support tracking and processing payments to customers.
- 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 computerized program(s).
- Maintain confidentiality and use discretion in release of information.
- Communicate clearly and concisely, using job-related terminology, both orally and in writing in both English and Spanish.
- Greet and assist customers and visitors to SCP facilities and during events
- Assist with the preparation and clearing of public meeting and event areas
- Participate in staff meetings and training to keep abreast of issues, policies, programs, procedures, and changes in process.
- Copies and maintains forms, handouts, and supplies needed by staff or customers.
- Process and distribute daily mail and deliveries to appropriate staff

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: 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.

DESIRED SKILLS, ABILITIES, AND KNOWLEDGE

- Be flexible and adaptable to a fast-paced environment
- Have the ability to be outgoing, friendly, helpful and patient with callers or walk-ins that may be confused or frustrated.
- Knowledge of basic arithmetic, English, 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.
- 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!

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, 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 10 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 in face-to-face, one-to-one, and group settings.

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.

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.

To apply, please email a cover letter, resume, and references as a single PDF to jobs@sonomacleanpower.org

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