



CUSTOMER SERVICE REPRESENTATIVE I/II (bilingual Spanish/English)

CSR I: \$28.85 - \$36.06 hourly (approximately \$60,000 - \$75,000 annually)

CSR II: \$33.65 - \$40.87 hourly (approximately \$70,000 - \$85,000 annually)

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

SUMMARY DESCRIPTION

The individual working in this job class will work with the Sonoma Clean Power (SCP) Customer Service and Customer Center staff in some or all functions related to customer support and service, with a primary focus on telephone inquiries. The individual in this position will often be the first point of contact with SCP customers. The position requires a knowledge of agency programs, 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 Customer 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. The individual 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 the Managing Director of Customer Service and other SCP staff and directors, as needed. This position may exercise functional and technical supervision over assigned interns at the Customer Center.

The FLSA classification of this position is Non-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 work assignments of any position and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

CUSTOMER SERVICE REPRESENTATIVE

SCP offers a structured progression of the CSR I - IV levels, with increasing responsibilities, skills, and expertise at each level. This framework reflects how the duties and desired abilities evolve from CSR I (entry level) to CSR II.

CSR I (Entry Level)

Primary Focus: Supportive and customer-facing tasks with foundational knowledge requirements.

The Customer Service Representative I 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 Managing Director of Customer Service, the SCP staff, and the public.
- Respond to basic inquiries via phone, email, or in-person, using scripts or established procedures.
- Be able to explain who SCP is, how it started, why it exists, and its relationship with Pacific Gas & Electric.
- Learn and explain energy-efficient technologies and SCP programs to customers.
- Perform clerical tasks such as copying forms and managing supplies.
- Participate in basic training sessions to understand SCP policies and procedures.
- Assist in setting up and cleaning up after public meeting and event areas.
- Ask clarifying questions to determine the customer's purpose and scope of project to provide the most effective service to each customer.
- Learn to calculate fees both manually and using Excel tools.
- Maintain confidentiality and use discretion in the release of information.
- Greet and assist customers and visitors to SCP facilities, including during events.
- Participate in staff meetings and trainings to keep abreast of SCP policies and procedures, issues, programs, procedures, and changes in process.
- Process customer mail, including returned checks, and ensure all have been uploaded in the CRM.

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, Teams, and other data processing programs used in business offices.
- Have an understanding of the mission, goals, policies and purposes of SCP.

Ability to:

- 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.
 - 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!
 - Have the ability and understanding to adhere to SCP's Personnel Rules and Policies.
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CSR II (Intermediate Level)

Primary Focus: Advanced customer support and operational knowledge, including proactive problem-solving.

The Customer Service Representative II will:

- Continue with all essential job functions of a **CSR I**, with greater independence, expertise, and improvement of specialized skills, and,
- Learn and explain more complex topics such as customer billing, rates, low-income programs, fuel switching and other energy efficiency options.
- Assist in analyzing and interpreting customer feedback to enhance experiences through the Call Center.
- Become proficient in customer bills, including each component of the bill, net energy metering, and solar billing plan.
- Troubleshoot customer concerns using conflict resolution and de-escalation skills.
- Take a leadership role in intern training.
- Lead in the updating of procedures and processes.

Skills:

- Ability to synthesize and explain complex topics to technical and non-technical audiences.
- Extensive knowledge of SCP's mission, goals, and sustainability initiatives.

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 for CSR I (entry level). 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.

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**