



TITLE: Customer Service Representative (CCA)
REPORTS TO: General Manager
EXEMPTION STATUS: Non-Exempt; Full-time
EFFECTIVE DATE:

Job Objective:

Energy Choice California is a contact center that partners with external clients, and with CCAs in California to provide communities with a choice to purchase cleaner energy at competitive rates. CCAs procure renewable sources of electricity for their customers and utilize the power lines, owned by the local utility, to distribute this renewable energy. CCA Customer Service Representatives are responsible for ensuring a high level of customer service to CCA customers. CCA Customer Service Representatives are key components of this rapidly growing program; making themselves an essential part of Energy Choice California's rapidly expanding services.

CCA Customer Service Representative Job Duties:

Customer Call Handling & CCA Knowledge (85%)

- Provide a high level of customer service using strong written and verbal communication
- Be proficient in understanding and articulating the nuances of the assigned CCA Programs
- Answer inbound calls from CCA customers including program questions and bill related inquiries
- Return calls from voicemail or Interactive Voice Response (IVR) system call back process
- Be a team player to ensure that all required contractual and Service Level Agreements related to Contact Center are met
- Ensure program and billing knowledge of assigned CCA is continually up to date, provide expertise to customers and internal colleagues as requested
- Strive for one-call resolution and white-glove customer service, utilize group chat to ensure quickest resolution to customer issues

Call Center Tasks and Exceptions (10%)

- Review and apply call quality assurance feedback as needed
- Assist Account Specialists, Data Specialists, or Client Relationship teams with customer or client service items with urgency
- Ensure accurate processes are followed, provide constructive feedback to improve current processes
- Practice high ethical standards; be accountable for such things as time, communication, statistics, organizational understanding and business knowledge

Business Knowledge (5%)

- Demonstrate the ability to work independently and maintain flexibility to adapt well to change
- Maintain effective working relationships with all Coworkers, Clients, CCA Customers, and Utilities
- Gain an understanding of how the tasks at hand have a broader impact to the business



Specific Job Skills:

- Organized and detailed oriented
- Analytical with information files
- Strong verbal and written communication
- Strong customer service skills, diplomacy, and tact
- Bilingual is a plus but not required: Spanish, Mandarin, Cantonese, Tagalog

Computer/Technical Skills:

- Data entry skills
- Intermediate level Excel skills
- Proficient in organizing Outlook settings
- Proficient with keyboard shortcuts
- Ability to learn and become proficient with Microsoft Dynamics CRM

Qualifications:

- Education Level –High School Diploma Required, Associate’s Degree or above a plus.
- Work Experience – 2 years, customer service experience preferred

Salary

This position is hourly, starting at \$15.00 per hour, with opportunity for growth and advancement.

Applications accepted online:

<https://www.indeed.com/jobs?q=energy%20choice%20california&l=santa%20rosa%20ca&vjk=4a89dcef939e6e3b>
