



UNION JOB DESCRIPTION

TITLE: Customer Energy Representative

DEFINITION:

Acts as a District Representative to communicate with and provide information to the District's residential and commercial customers on various District programs to ensure customers receive courteous, prompt and efficient service. Promotes and assists with energy efficiency programs.

DISTINGUISHING CHARACTERISTICS:

This position is distinguished from the Customer Service Representative in that it is a bid position. The Customer Energy Representative (CER) is the initial point of contact for assisting Residential and Commercial customers with various District programs related to, but not limited to, Energy Efficiency, Solar, rebates, and incentives. This position is also required to perform residential call center duties as needed in addition to duties outlined in this job description.

BASIC RESPONSIBILITIES:

1. Performs all the basic functions of a Customer Service Representative.
2. Maintains accurate customer records.
3. Responds to customer inquiries related to District Energy Efficiency/Demand/Renewable programs and other programs as assigned.
4. Maintains current knowledge of District programs and offerings.
5. Maintains current knowledge of city, county and state programs that may work in combination with District programs or may similarly benefit the customer in promoting energy efficiency.
6. Provides possible solutions based on information provided by the customer and obtained by the District website or other materials as are available.
7. Proactively promotes Energy Efficiency programs and services by providing information and referrals as required.
8. Provides explanations to customers for potentially complex renewable billing questions.

OTHER RESPONSIBILITIES:

1. Represents the District in hearings and court appearances.
2. Represents the District at program events
3. Maintains knowledge on District Rate Schedules and other fees.
4. Upgrades and performs Lead CSR as required.
5. Works closely with Energy Efficiency Program Consultants
6. Performs associated duties as assigned.

MINIMUM QUALIFICATIONS:

Knowledge of:

- Advanced customer relations techniques and practices; including proactively and constructively dealing with a variety of difficult/stressful customer interactions.
- District's Rate Schedules and other fees.
- District procedures, customer programs and incentive offerings, policies and system screen formats and transactions.

- Analytical and problem-solving techniques.
- Computer applications and software (such as Windows, email, calendaring, word processing and spreadsheet applications) at an entry to intermediate level.
- Basic math and financial records analysis.
- District rate structure for solar customers.

Ability to:

- Be an ambassador for the District.
- Provide information to internal and external customers through positive and supportive delivery.
- Manage confidential and sensitive information appropriately.
- Communicate effectively, both verbally and in writing.
- Provide exceptional level of customer service.
- Use and apply District's Rate Schedules and other fees.
- Continue to learn and apply District procedures, customer programs, policies and system screen formats and transactions.
- Use computer and related software/systems for daily work.
- Proactively and constructively resolve and diffuse negatively charged interactions.
- Effectively manage and prioritize simultaneous assignments and tasks.
- Use independent and discretionary judgment.

Education/Experience:

- High school graduate or equivalent
- Level 2 Customer Service Representative

License or Certification:

- Valid Washington State Driver License
- Pass CER proficiency testing
- Pass collaborative interview process

WORKING CONDITIONS:

- Work is performed in an office environment and may require travel to business meetings, training sessions or other District job sites.
- Incumbents perform repetitive movements from use of a computer and mouse.
- Frequent contact with the general public.
- This position is subject to seven days a week and 24-hour call out.