



Customer Care Coordinator

Application Deadline: September 9, 2019

About East Bay Community Energy

East Bay Community Energy (EBCE) is the Community Choice energy service provider for approximately 550,000 customer accounts across Alameda County. EBCE's charter is to provide its customers with low carbon, cost-effective electricity that integrates innovative energy products and maximizes local benefits through the development of local solutions, ranging from increasing access to rooftop solar to supporting the adoption of electric vehicles.

We want creative problem solvers that are excited to work in an entrepreneurial environment and grow our organization! EBCE is committed to a diverse and inclusive workforce that is reflective of Alameda County's rich culture and communities.

Position Summary

EBCE is seeking to hire a full-time Customer Care Coordinator, reporting to the Customer Care Manager. EBCE is looking for candidates that help us provide a quality customer experience, focused on residential customers.

- **Culture:** EBCE fosters a culture of open communication, responsibility, curiosity, accountability, teamwork, and care. We welcome a diversity of experiences and perspectives.
- **Start date:** Target October 2019. The deadline to apply is Monday September 9, 2019 at 5 PM. Candidates should send application materials to jobs@ebce.org and cc kbrezovec@ebce.org with the job title in the subject line.
- **Location:** This position will be based in EBCE headquarters in Oakland, near BART.
- **Employment:** As an equal opportunity employer, we are committed to diversity, equity, and inclusion and strongly encourage people of color, women, those who identify as LGBTQ+, non-binary individuals, and those with disabilities to apply.
- **Compensation:** Competitive compensation package offered, based on candidate experience. A Customer Care Coordinator's salary ranges from \$63,000 to \$81,600.
- **Benefits:** EBCE offers a generous benefits package including
 - Individual, family and domestic partner health insurance
 - Monthly Wellness benefit (ex: stipend for gym or wellness classes)
 - Retirement and Employer Matching Contributions
 - Transit stipend (ex: monthly contribution to Clipper Card)
 - Paid parental and family leave
 - Health and dependent care account
 - Paid Vacation
 - Other benefits

Position Details

Essential Duties and Responsibilities

- Customer Engagement
 - Respond to general information emails

- Manage escalated calls and complaints
- Handle customer in-person visits
- Tracking of customer enrollment notifications
- Customer Service Center Quality Assurance
 - Weekly audits of recorded phone interactions
 - Assist in keeping the call center informed on activities that are likely to solicit customer calls
- Issues Management
 - Assist with data review and problem solving related to customer billing
- Customer Care Operations
 - Assist with implementing new aspects of customer care operations and policies
 - Review and edit training materials
- Outreach
 - Assist the Marketing and Account Services team at public events on an as-needed basis

Education, Experience, Knowledge, and Skills

- Education/Experience
 - Bachelor degree with minimum 1 year of work experience, **or**
 - Relevant Associate degree with 3 years of work experience, **or**
 - High School degree or equivalent with 5 years of work experience
 - Customer service, service industry, or customer-facing experience is desirable.
- Knowledge
 - Interest in the energy sector and delivering an excellent customer experience
- Skills
 - Quantitative
 - Ability to analyze customer-related data and review bills - problem solving, good excel skills
 - Communications
 - Able to express compassion and empathy when managing customer complaints
 - Convey complex information in a simple and understandable manner
 - Ability to identify issues and clearly communicate the context and potential solutions to direct supervisor
 - Work Style and Management
 - Manage multiple priorities, meet deadlines, and adapt to changing priorities in a fast-paced dynamic environment
 - Demonstrate patience, tact, and courtesy; exercise sound judgment, creative problem solving, and effective dispute resolution
 - Thorough and detail-oriented, with accuracy and precision in work products
 - Technical
 - Proficiency in use of Microsoft Office Suite including Excel, Word, PowerPoint, and Adobe Acrobat

- Familiarity with collaboration platforms and Customer Relationship Management software is a plus

Working Conditions

EBCE is committed to reasonably accommodate an applicant for known physical or mental disabilities so that the applicant may participate in the application process. EBCE will engage in a timely, good-faith interactive process with any employee with a known physical or mental disability to identify potential reasonable accommodations, if any, to enable the employee to perform the essential functions of his or her position.

Licenses/Certificates

Possession and continued maintenance of a valid class C California driver's license or the ability to provide alternate transportation as approved by the CEO and a safe driving record.

Submission Requirements

Applicants must submit a cover letter outlining key qualifications and reasons for your interest and current resume including education and responses to the questions below. Please email these documents and any questions to: jobs@ebce.org and kbrezovec@ebce.org by 5 PM on September 9, 2019.

Applicant Questions

1. How did you hear about this position?
2. Why are you interested in working at EBCE?
3. Describe two traits you have that help you provide excellent customer service.
4. Describe a scenario where you had to resolve a customer complaint or issue.
5. Please list one question you have for us about EBCE or the Customer Care Coordinator position.

Working at East Bay Community Energy

EBCE is committed to complying with applicable laws, including the Americans with Disability Act and Fair Employment and Housing Act, ensuring equal employment opportunities to qualified individuals with a disability. EBCE prohibits unlawful discrimination based on age, sex or gender (including pregnancy, childbirth, breastfeeding or related medical conditions), genetic information or characteristics, gender identity, gender expression, race, color, ancestry, national origin, religion, creed, marital status, military or veteran status, sexual orientation, physical or mental disability, medical condition, or on any other basis prohibited by federal, state, or local laws.

The information contained herein does not constitute either an expressed or implied contract, and these provisions are subject to change.