



Job Description

Job title: Energy Customer Service Representative

Department: Energy

Reports to: Energy Program Manager (EPM)

FLSA Status: Non-Exempt

General Description

The Low Income Home Energy Assistance Program (LIHEAP) and Weatherization Energy Customer Service Representative reports directly to the Energy Program Manager (EPM). The Energy Customer Service Representative is responsible for providing excellent customer service to our low-income clients by educating, screening, and qualifying applicants for LIHEAP services, Weatherization services, and supporting the Outreach Specialist with the Energy Department outreach events and other outreach duties.

Duties include presenting LIHEAP and Weatherization Program information to the public, qualifying low-income families and individuals for eligibility for various energy assistance programs, following all California Department of Community Services and Development (CSD) guidelines, and following up with clients to assure satisfaction. The Energy Customer Service Representative helps Spectrum meet its obligations under the various energy contracts, while enforcing the Spectrum Community Service values of safety, quality, efficiency, documentation, and compliance.

Primary Responsibilities

- Educate and screen clients for eligibility. Review applications for required documentation and qualify applicants according to eligibility guidelines.
- Initiate contact with potential clients to gather required income and housing data for Weatherization eligibility, gather income paperwork and utility bills.
- Provide outreach to communities in need of assistance.
- Provide complete Weatherization files to the Weatherization Clerk for review.
- Phone duty includes handling inquiries, returning phone messages, routing calls to appropriate staff and recording all calls in ServTraq.
- Staff community outreach events with and without the assistance of the Outreach Specialist when approved by the EPM.
- Assemble and mail requested materials for clients.
- Handle crisis calls, welcome and assist clients at outreach and intake events in a cordial

and friendly manner.

- Must be able to use our front-end software system, Servtraq, to process applications.
- Use email to communicate with our clients, coworkers, managers, executive director and CSD.
- Create and edit Google spreadsheets/docs for internal data tracking.
- Schedule clients for intake services.
- Ensure complete confidentiality of all client data.
- Self-monitor all work to ensure customer satisfaction and the highest quality and accuracy of all documentation.
- Perform other duties as assigned.
- Some evening and weekend work will be required when necessary.

The minimum qualifications, physical demands and work environment characteristics described below are representative of those that must be met and will be encountered by an employee while performing the primary responsibilities of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary responsibilities.

Minimum Qualifications

- High School Diploma/GED required.
- Well-organized, self-directed, and highly motivated.
- Clear and concise oral and written communication skills.
- Strong desire to work in the non-profit sector as well as interest in energy conservation.
- Strong writing skills and documentation knowledge.
- Government contract compliance experience preferred.
- Results-oriented problem solver.
- Strong business-to-consumer service orientation; skilled in working with the public in diverse communities.
- Proficient to excellent computer skills in Google Suite (i.e.: Google Docs, Sheets, Slides, Mail) and Microsoft Office.
- Proficient use of social media, internet, and photography for social media postings.
- Must be able to read, speak, and write English fluently.
- Ability to follow verbal and written instructions in English.
- Valid CA Class C driver's license and insured car for work related travel required, driving record and insurance levels acceptable to our insurance carrier.
- Ability to drive company full-sized vans.

Preferred Qualifications

- Community organizing experience.
- Bilingual in Spanish, Cantonese, Mandarin, Korean, Farsi or Hindi
- Marketing/Customer Service background

Physical Demands

This work requires the following physical activities: climbing, bending, stooping, kneeling, twisting, reaching, sitting, standing, walking, lifting up to 30 lbs. of material, finger dexterity for activities such as data entry and calculator use, grasping, repetitive motions.

You will also need to carry a 6' ladder to inspect and verify feasibility of insulation in attic spaces with a flashlight, also, inspect crawl spaces.

This position requires a physical abilities test that must be successfully passed with our vendor Concentra.

Work Environment

- The work is performed indoors which is temperature controlled, in our clients homes, and at outreach events throughout Alameda County.

General Competencies

Interpersonal

- Strive for improvement in self and for Spectrum; make recommendations for improvements.
- Respond timely to requests for information, service and assistance.
- Demonstrate a positive and productive attitude; have an open mind and be objective, trustworthy, honest and ethical.
- Maintain a high level of professionalism and confidentiality.

Organizational

- Use and conserve organizational resources efficiently and effectively.
- Prioritize and plan work activities.
- Demonstrate consistency, reliability, accuracy and thoroughness.
- Show respect and sensitivity toward cultural differences.
- Promote a harassment and discrimination free environment.
- Follow or exceed organizational standards.
- Adhere to company policy and procedure; support Spectrum's goals and values.

This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employee(s) will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments.

A review of this position has excluded the marginal functions of the position that are incidental to the performance of fundamental job duties. All duties and responsibilities are essential job functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities. To perform this job successfully, the incumbent(s) will possess the skills, aptitudes, and abilities to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health or safety of themselves or others. The requirements listed in this document are the minimum levels of knowledge, skills, or abilities.

This document does not create an employment contract, implied or otherwise, other than an "at will" relationship.