



Job Description

Job title: Customer Service Representative - Bilingual
English/Cantonese
Department: Energy
Reports to: Energy Program Manager
FLSA Status: Non-Exempt

General Description

The Low Income Home Energy Assistance Program (LIHEAP) Customer Service Representative reports directly to the Energy Program Manager (EPM) and is responsible for providing excellent customer service to our low-income clients by educating, screening and qualifying applicants for LIHEAP. 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 guidelines and following up with clients to assure satisfaction. Help 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. Review applications and required documentation and qualify applicants according to the Department of Community Services and Development (CSD) eligibility guidelines.
- Phone duty includes handling inquiries, returning phone messages, routing calls as needed.
- Assembling and mailing requested materials
- Handle crisis calls, welcome and assist “drop in” clients in a cordial and friendly manner.
- Must be able to use our front end SERV TRAQ software system to process LIHEAP applications.
- Use email to communicate with our clients and the State.
- Create and edit Google spreadsheets/docs for internal data tracking.
- Schedules clients when needed
- Ensure complete confidentiality of client data.
- Self-monitoring all work to ensure customer satisfaction, the highest quality and accuracy of all documentation
- Perform other duties as assigned.

The minimum qualifications, physical demands and work environment characteristics described below are representative of those that must be met or 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 concise oral communication skills.

- Strong interest and desire to work in the non-profit sector
- Solid writing and reading/comprehension skills
- Government contract compliance experience preferred
- Results-oriented problem solver.
- Strong business-to-consumer service orientation; skilled in working with the public in diverse communities.
- Must be bilingual in English and Cantonese
- Computer Proficiency including Microsoft Outlook, Google Suite (Docs/Sheets)

Physical Demands

- While performing the duties of this job the employee is regularly required to sit, stand and move from one area to another
- The employee is occasionally required to bend, reach, lift and relocate up to 10 lbs
- Vision abilities required include close vision, distance vision and ability to adjust focus

Work Environment

- The work is performed indoors.

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.