



Customer Services Representative I

Introduction

Only the first 1500 applicants will be considered for this opportunity. Once 1500 applications have been received, this posting will be closed and no additional applications will be accepted. Apply early!

This posting intends to create an eligibility list which may be used to fill future Customer Services Representative I positions over the next two (2) years.

SMUD's Customer Service Representative I positions are part-time after the 10-12 week training period upon hire. As part-time employees, they are still eligible for SMUD benefits. On site and remote positions are available.

Bilingual candidates are highly desirable and encouraged to apply.

UPDATED RESUME REQUIRED. You must clearly demonstrate, on your resume, that you possess the knowledge, skills and experience required in the minimum qualifications listed in this posting. The candidates who meet the minimum qualifications will be invited to the examination.

An online examination is tentatively scheduled for the week of September 26th. Exams are strictly PASS/FAIL, results will be sent to each applicant approximately two weeks from the exam date.

NOTE: If you have passed the Customer Service exam in August 2021, you will still need to apply, but will not be required to retake the written exam.

All communication regarding this hiring process will be via email. SMUD is not responsible for mail that is directed to your junk mail inbox so please be sure to add SMUD to your safe senders list.

Purpose

Receives, investigates, analyzes and responds to residential customer inquiries regarding their electric service, bills and programs; provides a variety of information to customers regarding their electric service; enrolls eligible customers into special electric service programs/accounts; reviews and grants routine payment extensions for and/or amortizes debts with customers.

This is the entry/beginning level in the Customer Service Representative series. Incumbents serve in a learning capacity under direct supervision.

No. of Openings

24

Pay Scale Group

OSE0641A

Base Salary Hourly Low

\$28.00

Base Salary Hourly High

\$30.90

Selection Process

Initial Review, Online Exam

Major Duties & Responsibilities

Work may include, but is not limited to, the following: (NOTE: While in general all the functions and requirements listed are essential, individual positions and/or locations may not require all duties be performed.)

- Successfully completes residential Customer Service Representative training requirements and obtains the necessary certifications; meets established performance standards for the Contact Center.
- Learns and applies Contact Center residential processes and procedures, including receiving inquiries from residential customers via mail, e-mail, fax, telephone, referrals, and in person; ascertains and evaluates information from customers to determine the specific nature of their requests and/or process and implement their requests.
- Learns to utilize communication and customer service skills and apply sound judgment to determine appropriate actions to be taken to resolve residential customer requests.
- Learns and applies methods and procedures of communicating with residential customers to inform them of their electric service actions and arrangements such as: move orders, reconnects, disconnects, and provides basic information to residential customers regarding their accounts and all SMUD programs.
- Learns and applies techniques of up-selling energy service programs to residential customers and determines customer eligibility for various SMUD programs.
- Learns and applies procedures for analyzing, interpreting, and advising residential customers of SMUD rules, rates, regulations, and standards related to providing electric services, programs, and other services.
- Maintains records, including interaction records, using a personal computer and a variety of software applications.

Minimum Qualifications

Education:

High School diploma or equivalent

Experience:

At least one(1+) year of customer facing experience or equivalent training/education to provide the necessary knowledge and skills

Knowledge Of:

Proper telephone etiquette and customer care practices to internal and external customers; mathematics to perform basic arithmetic computations; proper English usage, grammar, punctuation, vocabulary, and spelling; operation of personal computers and the use of specified computer applications, such as word processing, spread sheets, and databases.

Skill To:

Communicate clearly and effectively with the public and with SMUD employees; understand and follow oral and written instructions, and follow-up (with supervision) with appropriate analysis of situations, data, and documents; plan, organize, coordinate, and prioritize assigned tasks to successfully meet deadlines; perform multiple and diverse tasks concurrently in a highly demanding work environment; work cooperatively with diverse personalities in a team-oriented environment; perform a wide range of customer service functions with speed and accuracy and use sound judgment in recognizing scope of authority; maintain effective office procedures and record keeping and filing systems; interpret and apply policies, procedures, standards, and requirements related to area of responsibility; use relevant SAP and related software and databases; use a variety of business office and Contact Center equipment; use SMUD intranet and internet systems; adhere to and accommodate highly structured work schedules; respond with courtesy and tact under extreme pressure to resolve difficult and complex problems with disgruntled and/or violent customers; compile information to prepare monthly team/division statistics; follow oral and written instructions; work in a safe and effective manner.

Physical Requirements

Applicants must be able to perform the essential job functions with or without a reasonable accommodation.

Job Code

50051622 CUST SVC REP I

Additional Posting Info for Candidate

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Sacramento Municipal Utility District (SMUD) - Who We Are

As the nation's sixth-largest community-owned electric service provider, we're proud of our reputation as one of the best places to work in Sacramento. Our employees tell us in our engagement surveys they're "Happy, satisfied and engaged" which helps create a workplace that best serves our customers.

Sacramento was named as the 2nd happiest place to work in America by Forbes Magazine. Lake Tahoe, San Francisco and the world-renowned Napa Valley are within easy driving distance of our locations.

Our Commitment to Diversity & Inclusion

SMUD respects, values and celebrates the unique attributes, characteristics and perspectives that make each person who they are. Diversity and inclusion are guiding principles to deliver a culture that reflects the broader values of the community and our customers. Our Board's policy for Employee Relation sets our commitment to developing and maintaining a high quality, inclusive workplace that engages and inspires employees to commit to SMUD's purpose, vision and values.

SMUD is committed to ensuring we're a workplace where diversity, equity and inclusion (DE&I), are part of who we are and how we do things. Supporting efforts that promote pay equality is part of that. Salary placement for the selected candidate will be determined in alignment with the California Equal Pay Act.

Why Sacramento, California?

The capitol of California, Sacramento is the state's sixth-largest city, and the 35th largest in the U.S. Local universities include California State University, University of the Pacific's McGeorge School of Law, and the University of California, Davis and several competitive community colleges. The UC Davis Medical Center, a world-renowned research hospital, is one of more than a dozen hospitals and shared services centers in the Sacramento region. Part of the agriculturally-rich Central Valley, Sacramento is at the forefront of the farm-to-fork food movement. Northern California is home to some of the country's top technology companies, including

Google and LinkedIn, and a multitude of startups in many industries. Sacramento is home to the NBA Kings, the River Cats (AAA baseball), the Republic FC (soccer) and the San Francisco Giants, NBA Warriors and NFL 49er's aren't far away. Sacramento offers an affluent liberal arts community with Broadway, Mondavi Center, Crocker Museum and summer musical theater to name a few.