
Subject: Fw: Job Posting Notification – Customer Services, Supervisor – 12001326

From: Brandt, Rebecca (R4Br@pge.com)

To: stephen.b.kent@sbcglobal.net;

Date: Tuesday, April 3, 2012 6:08 AM

[Here is one that I hope is posted Externally for you. LY.](#)

From: Navarrette, Andy
Sent: Monday, April 02, 2012 09:56 PM
To: Brandt, Rebecca
Subject: Fw: Job Posting Notification - Customer Services, Supervisor - 12001326

[If this is external steve would have a great shot.](#)

From: HR Recruiting [<mailto:hr-pgecorp@invalidemail.com>]
Sent: Monday, April 02, 2012 07:39 PM
To: Navarrette, Andy
Subject: Job Posting Notification - Customer Services, Supervisor - 12001326



Hello Andrew,

A new job matching the preferences you selected in your profile has been posted on the Careers section of our Internet site.

Customer Services, Supervisor - 12001326

Job: Customer/Account Services
Primary Location: United States of America/California/Sacramento
Hiring Manager: Camille Parola
Department: Sac Cust Call Ctr 01

Customer Services Supervisor

**Full-Time Customer Service Supervisor - Sacramento, California
(Sacramento Contact Center)**

Department Overview

Our energy flows through you! We recognize that our employees are the backbone of our success. It's the mix of talent, skill, enthusiasm, drive and team spirit that

empowers our employees to deliver your energy, today and tomorrow. This is your opportunity to join our team and make your contributions in an industry that is rapidly changing.

Customer Operations is comprised of seven customer service departments, all dedicated to providing the best possible service to our customers. Our mission is to support the vision to become the leading utility in the United States by effectively managing customer interactions to deliver a superior customer experience.

Position Summary

Directly supervise 15-20 Customer Service Representatives. Utilize positive, supporting coaching style in employee interactions, working relationships, and performance management activities. Facilitate active performance management process by providing ongoing & consistent feedback, appropriate recognition and facilitation of Employee Progression Plans. Achieve business results through effective communications and leadership behavior. Provide a clear vision of Contact Center goals, set clear expectations, communicate business plan objectives and share business performance results. Provide a clear focus for leading the organization through change. Reinforce employee's business understanding through consistent/timely Business Plan updates. Encourage and practice safety and teamwork with employees and all Contact Center team members.

Responsibilities:

- Coach and develop Customer Services Representatives to achieve CCO targets / goals
- Assist in delivering the desired customer experience for each of our customers
- Ensure and enforce safety accountability for self and all employees
- Collaborate and partner with all departments to achieve ultimate success

Minimum Qualifications

- CCO Supervisory Experience or
- Successful completion of ATL Program
- Knowledge in IBEW Clerical Contract
- Understands the Company Vision and Core/Leadership Competencies

Desired Qualifications

- 1-2 years of CCO Supervisory Experience
- Familiarity with CCB
- BA/BS in Business Administration or Equivalent Experience

Pacific Gas and Electric Company is an AA/EEO employer that actively pursues and hires a diverse workforce.

Keywords

Pacific Gas and Electric Company (PG&E)(PGE)(PG&E Corp)Northern California, CA, Public Utility, Green Energy, Green Job, Green Jobs, Renewable Energy

Please note that for complete details about this job posting, please see the online job description.

Ready to apply? Want to view or update your Job Search Profile? Go to <https://pgeatworkforme.pge.com/irj/portal> > **About Me** > **My Career** > **Find Career Opportunities**. From there, you can:

- **Apply for PG&E jobs.** Search for jobs by keyword, discipline or location, and then click the Apply button to submit your application.
- **View/edit or check on the status of job applications.** Click on the My JobPage tab and then click on the My Submissions tab. Find the application you submitted and click View/ Edit Submission, or review the line with your Application Status.
- **Update your Job Search Profile.** Click the Access/Update My Profile link from the bottom right of the screen.

If you do not wish to receive further job notifications, access your profile and then unselect "send me an email notification whenever a new position matching my profile is posted."

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