

Let us tell you a little more...

Requisition #: 12002313

Sacramento, CA

Part-Time Service Representative I (Contact Center Operations) - Sacramento, CA

This is an International Brotherhood of Electrical Workers (IBEW) Local 1245 represented classification, which has over 100 years of experience representing employees at PG&E. This job is subject to collective bargaining.

Department Overview

Contact Center Operations-consisting of Contact Centers located in Stockton, Sacramento, San Jose and Fresno-is a dynamic, fast-paced department which is staffed 24 hours a day, 7 days a week. Contact Center Operation's mission is to support the company vision to become the leading utility in the United States by delivering an exceptional customer experience to each and every customer.

Position Summary

Note: As a Part-Time Customer Service Representative, work hours depend on business needs.

Customer Service Representatives (CSRs) are customer advocates who provide front-line support by telephone, e-mail and written correspondence. They are the "voice" of our company and often are the first contact a customer has with PG&E. Therefore, CSRs must be clear and confident communicators and must possess a customer-centric ethic consisting of active listening and negotiation skills as well as good judgment and decision making skills. CSRs process hundreds of customer transactions each day and PG&E customers rely on CSRs to handle their inquiries in a friendly, timely and highly accurate manner. CSRs must have the ability to work with a diverse group of personalities and possess strong teamwork skills. CSRs work in a high-impact, fast-paced environment; therefore, the ability to successfully handle high-pressure situations and remain concentrated while working on multiple tasks is important to the well-being of our employees.

This is a part-time position and the hours can range from 16-32 hours per week, excluding possible scheduled and/or ad hoc overtime. This job will be based in Sacramento, CA.

The operating hours for the Sacramento Contact Center: Monday - Sunday 5:30am to 11:30pm. Subject to change based on business needs.

Responsibilities

- Ensure safe work practices, attend and participate in required safety and professional trainings, continually ensure the safety of self, colleagues and the public
- Acknowledge customers concerns by being courteous, empathetic and professional at all times
- Respond to customer inquiries and successfully resolve customer issues by providing information or taking action on behalf of the customer in a caring, timely and accurate manner
- Listen effectively; use probing skills to obtain relevant customer information and quickly establish customer relationships
- Utilize phone and computer to research and analyze account information to satisfy internal and external customers with customer inquiries, billing issues, service requests and emergency orders
- Act professionally and ethically in all situations
- Utilize phone and computer to assist internal and external clients with customer inquiries, billing issues, service requests, and emergency orders
- Use computer to research and analyze account information to satisfy customer and internal Company employee inquiries
- Serve the customer and perform job in a safe manner
- Listen effectively; use probing skills to obtain relevant information and establish rapport quickly with customers and co-workers
- Use interpersonal skills, communication skills; both written and verbal skills to assist customers and fellow-team members
- Must be have decision making ability and effective judgment making skills
- Operates various computer applications to resolve inquiries, including CorDaptix, Customer Care and Billing, and online general reference
- Use mouse, keyboard and other computer equipment to access and resolve customer inquiries
- Ability to work in a environment subject to change based on business needs

Qualifications

Minimum

- Must be at least 18 years of age
- Must possess a High School diploma, GED or equivalent work experience
- Minimum one year experience in a customer service environment
- Ability to work flexible schedules, extended hours, nights, weekends, and/or overtime (scheduled or ad hoc)
- Internal PG&E employees: Must have qualified on the Clerical Test Battery (CTB) and Work Orientation Inventory (WOI) exams prior to applying
- External and Hiring Hall candidates: Must qualify on the Clerical Test Battery (CTB) and Work Orientation Inventory (WOI) exams prior to interviewing

Desired

- To better represent the communities we serve, applicants who live within 50 miles of the headquarter listed will be given preference
- 2+ years experience in a customer service environment
- Ability to type at least 40 words per minute
- Associate's degree or higher from an accredited college or institution
- Demonstrated experience with computer equipment (computer keyboard and mouse)

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

If this is the opportunity you've been looking for, please select "Continue".
