



Energy Agent

Contact Center

Position Summary:

The Contact Center Energy Agent must be dedicated to providing excellent service to our clients by precisely following call handling instructions and using contact center technology appropriately.

Technical Abilities

- Navigate Customer Relationship Management (CRM) platform efficiently to research account and analyze customer situation
- Quickly learn different rates and program offerings to explain to the callers
- Quickly process program opt-outs using online portal (anniversary calls will be back-to-back)
- Quickly process program rate changes using online portal
- Complete all required after-call work CRM platform for every call

General Abilities

- Can ask probing questions to dig deeper into a customer request. Must be intuitive in knowing which questions will help you solve the customer issue or answer their questions.
- Customer education is a large part of the job. CSRs must be patient and have the ability to adapt explanations to various types of callers (e.g., elderly, knowledgeable of alternative suppliers, not knowledgeable about suppliers).

Common Questions CSRs will need to answer

- What is my rate?
- Is there an early termination fee?
- What are my contract terms?
- Why are you on my bill?

Essential Responsibilities:

- Providing exceptional customer service
- Accurately take all appropriate actions to execute customer requests.

Essential Knowledge, Skill and Abilities:

- Two years of customer service experience or one-year degree in a related field preferred.
- Must demonstrate proficiency in use of standard office software and written and oral communication skills.
- Candidates must be willing to work a flexible schedule and have the ability to follow written and verbal instructions precisely and have a strong desire to delight customers through positive and productive interactions.

Non-Essential Knowledge, Skill and Abilities:

- The ability to work a flexible schedule to accommodate our 24/7 operation is also desirable.

Physical Demands:

- Sitting for extended periods of time
- Reaching in any direction
- Communication skills using the spoken word
- Visualization necessary to participate in business functions

ADA: The employer will make reasonable accommodations in compliance with the Americans with Disabilities Act of 1990.

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

