

**CAPE LIGHT COMPACT JPE
CUSTOMER SERVICE COORDINATOR
PART-TIME (20.0 HOURS/WEEK)
\$30,940 - \$41,766**

Definition

Professional, technical and administrative work supporting the Cape Light Compact's Energy Efficiency Programs; all other related work, as required.

Supervision

Works under the general direction of the Residential Program Manager. Functions independently referring special problems to supervisor only where clarification or interpretation of policy or procedures is required.

Performs highly responsible functions of a technical nature; exercises considerable initiative and judgment in the Cape Light Compact's customer service center operations.

Job Environment

Work is generally performed under typical office conditions. There can be major fluctuations in the work volume, due to state mandated deadlines, increased customer demands, unexpected needs, and events scheduled in unanticipated or short time frames. Required to meet with customers throughout the Compact's program service territory on the Cape and Vineyard as part of community events and customer site visits, and may be required to attend other occasional evening meetings or weekend events.

Responsible for operation and maintenance of the Compact's energy efficiency tracking system, operates a computer; operates general office equipment; operates an automobile.

Constant contact with all residential, commercial and industrial electric customers, Compact vendors and consultants. Contacts are by telephone, correspondence and generally cover technical assistance, advice, referral services and general information. Has routine contact with the Cape Light Compact Governing Board, and industry representatives. Has occasional contact with the media.

Has access to confidential customer information; including customer income and other tax information.

Errors in judgment could result in delay or loss of service and financial repercussions.

Essential Functions

The essential functions or duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

Responsible for the day to day operation of the Cape Light Compact's call center; including customer audit intake or other requests for energy efficiency program services and educating customers and providing information about effective and immediate energy saving tips as well as general information about renewable energy and customer choice for power supply in a deregulated marketplace.

Oversees the energy efficiency tracking system including; data entry of all information invoices, and invoice related back up data from all program vendors. Produces routine and ad hoc reports from the energy efficiency tracking system as necessary to respond to customer inquiries, Compact staff and Governing Board requests, and regulatory reporting requirements.

Develops and distributes protocols on the energy efficiency tracking system. Provides training of other Compact staff in use of the energy efficiency tracking system as updates and enhancements are identified and implemented.

Assists Compact staff in the investigation and resolution of customer inquiries to insure the highest level of customer satisfaction and program performance.

Coordinates monthly operations meetings, maintain and distribute updated list of action items.

Performs similar or related work, as required, directed, or as situation dictates.

Recommended Minimum Qualifications

Education and Experience

High School diploma with additional utility, energy efficiency and customer service training preferred; equivalent to an Associates Degree. Minimum of three to five year's progressively responsible experience, administrative experience in the electric utility field or customer services sector preferred.

Knowledge, Ability and Skill

Knowledge. Knowledge of the purposes and responsibilities of Massachusetts energy efficiency programs. Thorough knowledge of the Cape Light Compact and role of municipal aggregators under the Massachusetts Restructuring Law.

Ability. Ability to communicate effectively both orally and in writing. Ability to interact with electric utility customers and to establish and maintain effective working relationships with program vendors and consultants.

Skill. Excellent communication, organizational and administrative skills. Advanced computer skills; Microsoft Office products and web-based skills.

Physical Requirements

Minimal physical effort generally required in performing duties under typical office conditions. The employee is frequently required to sit, talk and hear, and use hands. Specific vision related requirements include viewing a computer screen for extended periods.

This job description does not constitute an employment agreement between the employer and employee, and is subject to change by the employer, as the needs of the employer and requirements of the job change.