



Energy Choice California
an AnswerNet company

**HIRING
EVENT**

CALL CENTER REPRESENTATIVES

- ◆ Answer inbound calls from CCA customers including program questions and bill related inquiries
- ◆ Provide white-glove premier customer service using strong written and verbal communication
- ◆ Be proficient in understanding and articulating the nuances of the assigned CCA Programs, develop understanding of billing and customer service complexities
- ◆ Ensure that all required contractual and Service Level Agreements are met
- ◆ Ensure program and billing knowledge of assigned CCA is continually up-to-date, provide expertise to customers and internal colleagues as requested
- ◆ Work to consistently improve by implementing feedback from regular coaching sessions
- ◆ Utilize group chat to ensure first call resolution, escalate critical issues to client quickly
- ◆ Assist client with urgency, ensure accurate processes are followed, provide feedback
- ◆ Practice high ethical standards; be accountable for data security, time, communication, statistics
- ◆ Maintain effective working relationships with coworkers, clients, customers, and utilities

Salary & Operations

This position is hourly, starting at **\$16.00 per hour**, with opportunity for growth and advancement. Call Center Hours of Operation will be 8:00 AM – 6:00 PM Pacific time Monday-Saturday. Agents will be fulltime with a 5-day workweek inclusive of Saturday. Location **Irwindale, CA**

September 20, 2018

MUST RSVP to Attend

Call 626.304.7922

Foothill Employment and Training Connection

1207 E. Green Street, Pasadena CA 91106

10:00 A.M. Session / 2:00 P.M. Session

JO# 16168163

You are required to post a resume at www.caljobs.ca.gov prior to recruitment

(Please contact us if you need help)



This is an equal opportunity employer/program financially assisted by a Federal and State WIOA Title I grant. Auxiliary aids and services are available upon request to individuals with disabilities. Hearing impaired individuals may use the California Relay Service at 1(800) 735-2922.