

Memorandum of Understanding  
Integrated Service Center

**Attachment B**  
**Customer Relations Specialist - Bilingual**

**Nature and Scope of Position:**

- Performs customer service and/or customer account work for residential/commercial customers regarding company products, services and activities.
- Receives customer calls and ensures effective customer service and prompt and courteous handling of all customer inquiries and requests.
- Accurately and efficiently handles customer service requests for meter sets, meter reads, installation of new service, etc.
- Responds to customer service requests related to automated meter reading equipment issues, non registering meter and other equipment related issues.
- Resolves customer complaints by investigating complaint and recommending solutions to resolve the problem or correct the billing error. Performs research on accounts as assigned, to answer PUC, Legal Dept., and Media, Consumer Affairs or Executive customer complaints. Forwards all pertinent information to requesting company personnel as required.
- Suggests alternative methods (within company policy/procedure guidelines) to assist the customer with billing related issues, including recommending assistance programs available as well as billing budget options in order to satisfy the customer.
- Support the accounts receivable management goals by working with customers to resolve payment issues and reduce past due balances.
- Promotes energy efficiency programs, low-income assistance programs, and related services to meet customer needs and educates customer as needed on appropriate programs.
- Resolves escalated calls by responding to complex customer problems, requests, inquiries and complaints in an independent manner and completing all required account work.
- Performs other related duties as assigned (e.g., updating customer account information, correspondence, returning customer calls with information, creating correspondence to customers, work queues, scheduling field work, etc.)
- May assist in training new personnel and/or in cross training.

Working hours may range from 7:00AM to 7:00 PM Monday thru Friday.

**Qualifications:**

- A high school diploma or equivalent is required.
- Must be fluent in Spanish and English
- Must have 1 to 3 years of direct Customer Service work experience.
- Keyboard skills and the ability to type 25 WPM are required
- Must be able to demonstrate competency in Customer Information Systems
- Must be able to follow and uphold departmental and company policies and procedures.
- Must be proficient in the use of Windows and have good personal computer skills.
- Analytical ability and basic math skills are a must.
- Must have excellent oral and interpersonal communication skills.

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**Other Qualifications**

- Excellent customer service and listening skills
- Ability to process information quickly and accurately
- Ability to make decisions independently and under pressure
- Excellent problem solving skills
- Ability to effectively communicate with customer, using tact, diplomacy and good judgment
- Bachelor's degree or technical degree is preferred

**Working Conditions**

Work is performed in an office environment. The physical attributes required to perform the essential function of the job include hearing and manual dexterity in order to respond to customers on the telephone and operate various types of office equipment.