

# Call Center – Customer Care/Retention Agent

## **Title**

Customer Care/Retention Agent-**Houston, TX**

## **Department**

Call Center

## **Reports to**

Call Center Supervisor

## **JOB SUMMARY**

The Customer Care Retention Representative is responsible for reducing customer churn through persuasive selling techniques. This person will handle inbound and outbound cancellation requests for residential and commercial accounts, accurately track and process all saves and cancellations in the retention database and assist with handling customers in several deregulated markets across the country. CleanSky Energy is committed to providing outstanding customer service and candidate must personify this attitude.

## **SUMMARY OF ESSENTIAL JOB FUNCTIONS**

- Field incoming customer service calls, assuming responsibility to resolve customer issues in an accurate and timely manner
- Handle inbound and outbound cancellation requests from residential and commercial customers
- Reduce churn through the use of effective retention techniques
- Accurately track saves and cancellations in the retention database
- Actively maintain high customer contact through diligent outbound calling
- Combat customer objections with clear presentations and effective negotiation skills
- Research account status and identify account issues
- Address billing inquiries and resolve billing disputes
- Enroll customers and resolve enrollment issues
- Provide price quotes to prospective customers
- Follow up with customers to attain required account information
- Initiate collection activity on past due accounts
- Respond to customer inquiries with factually and grammatically correct written communications
- Serve as a customer advocate while adhering to all regulatory requirements and company policies associated with the role
- Track performance against targets

## **MINIMUM REQUIREMENTS**

- 1+ year(s) minimum experience in an inbound call center environment, with customer care and sales experience strongly preferred
- Experience in natural gas and electric retail market preferred
- Experience in similar markets such as utilities, telecom, or cable preferred
- High School diploma, GED, or equivalent math and English skills required
- College degree or some college coursework preferred
- Outstanding phone etiquette and polished communication skills (written and verbal)
- Excellent listening skills
- Ability to maintain a calm demeanor when dealing with agitated customers
- Attentive to detail and committed to high quality customer service
- Strong quantitative, analytical, and problem solving skills
- Willingness to identify problems and suggest process improvements
- Proficiency in Windows environment, including MS Word, Excel and Internet applications
- Solid data entry skills
- Comfortable in a fast paced environment where change is commonplace

### **Disclaimer**

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.

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