

Customer Support Group Specialist

Title

Customer Support Group Specialist-**Houston, TX**

Department

Customer Support Group

FLSA Status

Non-exempt

JOB SUMMARY

This position will be responsible for written communication with the customers. This will include but not limited to responding to customer emails, agency and regulatory complaints, TPV retrieval, outbound correspondence request, social media reviews. This role will also be responsible for researching in detail every written customer complaint received. This role may include but not limited to reviewing sales and customer service calls, calculating rate adjustments, negotiating complaint resolutions directly with customers and assist with additional responsibilities and tasks assigned. Excellent communication and grammar skills, both written and verbal are imperative in this role.

SUMMARY OF ESSENTIAL JOB FUNCTIONS

- Receive and address all inbound customer correspondence via email, fax and USPS.
- Contact customers by email or phone as needed to resolve customer issues.
- Pay strict attention to detail when documenting actions taken, such as notating accounts and uploading customer correspondence for record accuracy.
- Process correspondence requests as received by other departments in accordance with CleanSky Energy's policies, procedures, and initiatives.
- Extract third party verification recordings from various marketers as requested by internal departments.
- Review all third-party verifications prior to sending to the requesting party, and upload the necessary information to customer's accounts.
- Update customer accounts regarding tax exempt status upon receipt of proper documentation.
- Make changes and/or corrections to customer accounts when necessary or when requested by customers.
- Maintain a calm demeanor regardless of the situation involved and model de-escalation behaviors.
- Respond to inbound customer calls that include leads of a possible complaint and follow up and resolve customers' inquiries in order to retain or re-establish customer's confidence in CleanSky Energy.
- Prepare responses for submittal to the PUC, BBB, PUCO and all other Regulatory Agencies.
- Facilitate timely closure of customer complaints.
- Enter all information related to every consumer inquiry into all relative work tools and applications accurately and completely.

- Respond to customer email inquiries with factually and grammatically correct written communication.
- Process requests as received relative to internal rejects and complaint databases in a timely manner.

SKILLS AND COMPETENCIES

- Excellent communication skills via phone | email
- Excellent writing skills – Spelling grammar
- Possess understanding of retail business policy and practice
- Ability to assess root cause of problems and identify/recommend solutions
- Possess excellent analytical, organizational, and time management skills
- Ability to be proactive in identifying potential issues and recommending/implementing solutions
- Able to provide high level of customer service by understanding the diverse needs of customers to resolve customer's complaints
- Ability to make decisions in a timely manner, sometimes with incomplete information and under tight deadlines and pressure
- Work well under pressure
- Detail Oriented
- Organizational skills
- Excellent Follow up skills

MINIMUM REQUIREMENTS

- Minimum of one-year experience working in an retail electricity customer service oriented role required, 2 years preferred
- Must have excellent product knowledge, both gas and electric service preferred
- Must possess willingness to assist customers
- Ability to work a flexible schedule, including a mandatory full-time weekday schedule, and some weekends if necessary
- Excellent communication skills, written and verbal are imperative in this role.
- Task-oriented with the ability to prioritize
- Ability to work well independently, with minimal supervision
- Ability to pay strict attention to detail and demonstrate a commitment to providing high quality customer service
- Strong quantitative, analytical and problem solving skills
- Proficiency in Microsoft Windows products, including Word, Excel and Outlook
- Fast and accurate data entry skills
- Ability to effectively utilize the Internet for professional, work purposes
- Comfortable in a fast-paced environment where change is commonplace

ABILITIES REQUIRED

- Ability to meet highest attendance requirements.
- Ability to handle multiple tasks concurrently.
- Ability to use personal computer, calculator, etc.
- Could involve some lifting up to 20 pounds.
- Ability to sit for extended periods of time without much movement.
- Ability to work in time-sensitive environment with non-flexible deadlines.

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.