

Pioneer Community Energy Seeks a Customer Care Coordinator

The Customer Care Coordinator works under the direction of the Director of Public Affairs, Marketing and Programs and develops and implements strategies related to customer care, customer communications, and program support as it relates to Pioneer's customers, provides support to customers regarding billing analysis, and supports communications and marketing efforts. Duties include:

- Receiving, researching, and responding to customer questions and concerns; reviewing, researching and responding to questions related to billing and programs available to customers.
- Preparing and providing detailed solar analysis and educating customers regarding solar systems and solar billing and providing support to customers as it relates to energy efficiency.
- Processing and tracking customer opt outs, opt ups and re-enrollments.
- Developing a variety of customer communication, outreach materials, and website and social media content, participating in community outreach events, and making presentations regarding the services provided by Pioneer.
- Evaluating outreach opportunities and making recommendations to management regarding Pioneer's participation.
- Preparing and ensuring the dissemination of mailers related to policies and regulations impacting customers.
- Coordinating with other CCA's and PG&E regarding the creation of the annual joint rate mailer; coordinating for the production and dissemination to Pioneer customers.
- Providing billing related support including the maintenance and security of customer data and coordinating with PG&E on a variety of matters including customer service, data provisions, outages, infrastructure issues, and usage reports.
- Supporting call center by responding to escalated customer service matters and preparing/editing customer service scripts.
- Researching and evaluating programs provided by PG&E and other CCA's for their benefit to Pioneer customers.

QUALIFICATIONS

Qualified candidates will have an ability to develop and maintain effective business relationships with Pioneer's customer base, analyze, organize and summarize complex customer data, develop effective and compelling presentations, and develop and implement marketing and community outreach campaigns.

EXPERIENCE AND EDUCATION

Any combination of experience and training that would provide the required knowledge, skills and abilities would be qualifying. A typical way to obtain the required knowledge, skills and abilities would be:

Education:

Bachelor's degree from an accredited college or university with major course work in Business Administration, Engineering, Communications, or related field.

OR

Experience:

One to two years of related experience and/or training.

COMPENSATION PACKAGE

Salary - The salary range is \$89,143 - \$133,267, with placement dependent on qualifications, plus generous benefits

APPLICATION AND SELECTION PROCESS

To be considered, submit an application, cover letter, resume, and three professional references to Shellie Anderson at Bryce Consulting by March 11, 2024.

Shellie Anderson Bryce Consulting, Inc.

1024 Iron Point Road, Suite 100

Folsom, CA 95630

Tel: 916-974-0199 Email: sanderson@bryceconsulting.com. For a detailed brochure and application, visit

<https://pioneercommunityenergy.org/about-us/career-opportunities/>