Job Opening

Customer Service Manager
Customer Operations Public Affairs

Salary range for this position: $102,015-$150,610

Out of an abundance of caution, this position will be remote through June 2021. MCE offices include locations in Concord and San Rafael, California

Submit a resume no later than 4:00 pm (PT) April 30, 2021. MCE reserves the right to close the recruitment when a qualified pool of candidates has been identified. Apply today!!!

It is anticipated that phone screens will be held on May 10 & 11, 2021

Those selected to move forward from a phone screen will be invited to participate in a video interview tentatively scheduled for May 17 & 18

Candidates selected to move forward from video interviews will participate in a final video interview anticipated for May 20 or 21, 2021

WHO WE ARE

MCE offers cleaner, locally-controlled, cost-competitive electricity options for more than one million residents and businesses in 36 Bay Area communities. MCE provides customers with 50% more clean energy than traditional electricity service and is 90% greenhouse gas-free. MCE customers are greening our electricity supply while helping invest in local energy programs. We are proud to be the first program of its kind in California and have been operational since 2010.

WHO YOU ARE

The Customer Service Manager is a new role in the Public Affairs department. As part of the Customer Operations team, you will have the opportunity to create and develop a team. You will use your highly developed leadership skills to motivate your team to encourage and guide them to be their very best. Daily, you will oversee agents' workflow and workload, training, and development.

As the Customer Service Manager, you are responsible for evaluating and recommending service standards and developing processes (e.g., customer scripts, FAQs, and training materials) to support MCE's customer service goals. You will be responsible for creating a resourcing plan to augment day-to-day customer service team operations and customer service levels. You will help direct inbound and interagency customer inquiries to successfully, positively, and efficiently resolve questions and concerns that align with MCE's "gold standard" service level.

ESSENTIAL DUTIES AND RESPONSIBILITIES (ILLUSTRATIVE ONLY)

- You will have a high level of customer service interactions and train Customer Service staff. The position will interact with external and cross-departmental stakeholders.
- Process weekly communication and engagement reports for submission to management.
- Communicate agency best practices for customer service standards and operations to staff, and provide training as needed to other MCE staff.
- Develop presentations and conduct meetings to motivate and educate customer service team members.
- Communicate agency values and goals to team members, so every employee understands their role.
- Conduct periodic surveys of customers to ensure quality control.
- Prepare reports and analyze call center data to improve processes and ensure resources are correctly allocated to maximize efficiency and customer satisfaction.
- Develop processes (customer scripts, FAQs, and training materials) to support our customer service goals.
- Manage further implementation of Zendesk and offer technical advice on how best to use the platform.
- Manage Next door and GIS tracking.
- Develop training processes, materials, information, and quality control and quality assurance guidelines and procedures for customer service staff.

**EXPERIENCE/EDUCATION**

- A Bachelor’s Degree in Marketing, Business or Communications or related field from an accredited university and six (6) years of progressive experience in the Customer Service hospitality industry or retail service environment.
- Or, Twelve (12) years of progressive experience in Customer Service in the hospitality industry or retail service environment.
- Experience with telemarketing software systems
- Experience in Advance conflict resolution and de-escalation skills
  - Experience working with diverse communities and vulnerable customers is highly preferred.
  - Proficiency in another language is preferred.

**Knowledge of:**

- Customer-centric service orientation.
- MCE programs and offerings.
- Proficient in staff scheduling, time management, and priority setting.

**Ability to:**

- Resolve complex customer issues.
- Problem solve and communicate technical concepts to all levels.
- Train and translate skills to other team members through training and mentoring.
- Develop process and corrective actions to minimize degradation of customer service standards and minimize repeat issues.
- Adapt and change priorities and processes to meet the needs of staffing growth, as required.
Language and Reasoning Skills

- Exercise sound judgment, creative problem solving, and commercial awareness.
- Develop high-quality writing, research, and communication work products.
- Deliver clear oral communication.
- Interact professionally and effectively with customers, commercial partners, MCE staff team, and Board of Directors.
- Apply strong analytical and problem-solving skills.
- Manage projects and time efficiently.

Mathematical Skills

- Ability to add, subtract, multiply, and divide into all units of measure, using whole numbers, common fractions, and decimals.

WHAT WILL GIVE YOU THE EDGE

- Experience in an electric utility industry
- Using Zendesk Software

WORK ENVIRONMENT AND PHYSICAL CONSIDERATIONS

- The work environment characteristics described here represent those an employee encounter while performing the essential functions of this job.
- MCE offices support an environment that is accessible to those with reduced mobility. We are happy to provide more details if asked.
- MCE will make reasonable accommodation of a qualified applicant’s known physical or mental limitations with a disability upon request.

BENEFITS

- Competitive salary, including paid holidays, vacation, sick, personal, family medical, and parental leave, and paid holidays.
- Excellent fully funded health insurance options, including medical, dental, and vision for employee and their dependents
- MCE contributes to a 401(a)-retirement plan, and you have the option of contributing to a 457(b) deferred compensation plan and flexible spending account.
- You can cover some or all travel costs with our commute alternatives program.
- You have access to professional development opportunities for career-specific growth opportunities.
- Non-taxable reimbursement set amount towards the cost associated with qualified dependent care.
- MCE set monthly allowance for up to two years for individuals to use for personal development, tuition reimbursement, or student loan payment.
OUR COMMITMENT TO DIVERSITY

Diverse opinions, ideas, and experiences push us and challenge us to work better and wiser as individuals and as a team. We know that the more diverse our workforce is, the better we support our customers and the diverse interests they represent. We provide an inclusive, empowering, and supportive work environment and welcome individuals from all backgrounds and walks of life throughout our organization, from our employees to our customers and community members.

To Apply
Resumes and can be submitted through LinkedIn Easy Apply. Selection procedures may consist of any or all of the following: resume review, interviews, and position-related skills assessment.

MCE is an equal opportunity employer, and all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity or expression, pregnancy, age, national origin, disability status, genetic information, protected veteran status, or any other characteristic protected by law.