Job Opening

**Customer Success Advisor I**

Customer Operations Team - Public Affairs Department

MCE offices are located in Concord and San Rafael, CA.

Submit a resume by **4:00 pm Wednesday, September 22, 2021**. MCE reserves the right to close the recruitment when a qualified pool of candidates has been identified.

It is anticipated that audio/phone screens will be held on **October 1, 4 & 5, 2021**

Those selected to move forward from a phone screen will be invited to participate in a video interview tentatively scheduled for **October 12 & 13, 2021**

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

The start date is anticipated to be three weeks once the candidate has received the job offer planned for early to **mid-November 2021**

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**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. As a result, 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’ll Work With**

The Public Affairs department leads MCE’s customer care, outreach, and community and stakeholder engagement. The Customer Operations team is responsible for customer billing operations, customer service, and in-bound inquiries - call center, email, and select social media platforms setting the standard for customer service.

**Who You Are**

Do you value collaboration, innovation, communication, and helping others? Are you ready to launch the next level of customer engagement in the utility sector? Are you excited to be a pioneer in technology and communication to further MCE’s mission? As the Customer Success Advisor I, you will lead MCE’s gold standard of service by creating a positive experience for every customer and staff interaction while efficiently addressing and resolving questions and concerns. As a Customer Success Advisor I, you will be expected to have a general understanding of MCE program offerings and work closely with Customer Service Management
(CSM) to ensure accurate and timely information is being shared with customers. As the first point of contact for MCE’s customer inquiries and requests, you are passionate about and thrive in a collaborative environment, work well within and across teams, seek out learning new skills, sharing ideas, and shaping positive outcomes.

**Essential Duties and Responsibilities (Illustrative Only)**

- Daily engagement with customer inquiries, understanding their situation, responding to their questions, and guiding them to the appropriate service or program best suited to their needs.
- Build trust and develop a positive relationship with customers and staff by listening and providing timely, clear, and accurate responses.
- Collaborate with people from diverse backgrounds and levels internally and externally.
- Create innovative and design customer process flows and communications supported through technology.
- Develop and maintain agency, program, industry knowledge, and business and professional skills by participating in hands-on, classroom, and video training.
- Support and participate in all functions of the customer-facing team including, but not limited to: training, customer strategy, technical support, reporting – both internal and external and account analysis.

**Experience/Education**

Education and experience are equivalent to GED and four (4) years of banking, hospitality, retail, or closely related field. Experience working with diverse communities and vulnerable customers.

- Strong verbal and written communication skills
- Conflict resolution and de-escalation skills.
- Competent in Microsoft Office and Google suite applications. Have the demonstrated ability to learn and develop new skills quickly.
- The ability to work in a fully remote or hybrid environment

**Ability to:**

- Understand and resolve complex customer issues, maintaining a positive attitude in challenging situations
- Listen to customer problems and ask clarifying questions.
- Communicate technical concepts to all levels of customers and agency staff.
- Work quickly and efficiently and within MCE guidelines.
- Anticipate situations where you may need support from the team and/or manager.
Language and Reasoning Skills:
- Develop high-quality writing, research, and communication work products.
- Communicate professionally and effectively with all people encountered
- Manage projects and time efficiently

A Plus If
- You have experience in Customer Relationship Management (CRM) and support platforms such as Salesforce and Zendesk.
- Proficiency in another language

Compensation & Benefits

Compensation:
- Competitive compensation package offered, based on candidate experience. The starting salary range for a Customer Success Advisor I is $26.09-$33.83 per hour.

Benefits Include
- Paid holidays, vacation, sick, personal, family medical, parental leave, and paid holidays.
- MCE offers 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.
- With our commute alternatives program, you can cover some or all travel costs—and have access to professional development opportunities for career-specific growth opportunities.
- Non-taxable reimbursement set amount towards the cost associated with qualified dependent care and fertility care.
- Set monthly allowance for up to two years for individuals to use for personal development, tuition reimbursement, or student loan payment.

Work Environment/Condition Of Employment
- *MCE strives to maintain a COVID-free workplace. To that end, being fully vaccinated is a condition of employment for all employees.*

- Out of an abundance of caution, this position will be fully remote at least through December 2021. However, once it is deemed safe for MCE offices to reopen, this role has the option of a hybrid schedule (flex schedule) or entirely in the office. This position will be based in San Rafael or Concord, CA.

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. Therefore, 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
Submit your resume through LinkedIn Easy Apply. Submit your resume by 4:00 pm September 22, 2021. Selection procedures may consist of any or all of the following: resume review, interviews, and position-related skills assessment—direct questions to Carol at cdorsett@mcecleanenergy.org.

*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.
*MCE makes reasonable accommodations for qualified applicants with disabilities, sincerely held religious beliefs, and other conditions protected by applicable law.*