

**CAPE LIGHT COMPACT
CUSTOMER SERVICE COORDINATOR
\$67,509 - \$87,750**

DEFINITION

Position is responsible for providing professional, technical, and administrative work supporting the Cape Light Compact's Programs.

ESSENTIAL FUNCTIONS

The essential functions or duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

- Responsible for the day-to-day operation of the Cape Light Compact's call center; including customer audit intake and scheduling.
- Processes all invoices from residential and commercial/industrial vendors in timely manner making sure all information is accurate; processes income verification requests.
- Enters all requests for customer energy audits in database for assignment with third party vendor(s).
- Provides, via telephone or email, information to customers regarding energy efficiency, renewable energy, choice for power programs, rebates, grants, and energy efficiency incentives.
- Produces routine and ad hoc reports from the energy efficiency tracking system as necessary to respond to customer inquiries, Compact staff and Governing Board requests, and regulatory reporting requirements.
- Assists Compact staff in the investigation and resolution of customer inquiries to insure the highest level of customer satisfaction and program performance.
- Performs other related job duties as required.

SUPERVISION RECEIVED

Under general supervision. The employee is familiar with the work routine and uses initiative in carrying out recurring assignments independently. The supervisor provides additional, specific instruction for new, difficult, or unusual assignments, including suggested work methods. The employee refers unusual situations to the supervisor for advice and further instructions.

JUDGMENT AND COMPLEXITY

The work involves numerous standardized practices, procedures, or general instructions that govern the work and requires additional interpretation. Judgment is needed to locate, select, and apply the most pertinent practice, procedure, regulation, or guideline.

NATURE AND PURPOSE OF CONTACTS

Relationships are primarily with co-workers, vendors, and the public, involving frequent explanation, discussion, or interpretation of practices, procedures, regulations, or guidelines in

order to render service, plan or coordinate work efforts, or resolve operating problems. Other regular contacts are with service recipients and employees of outside organizations. More than ordinary courtesy, tact, and diplomacy may be required to resolve complaints, interact with challenging personalities, and/or effectively navigate difficult circumstances.

CONFIDENTIALITY

Employee has access to some confidential and sensitive information in the performance of their duties.

EDUCATION AND EXPERIENCE

High School diploma or equivalent, and 1 to 3 years of related experience; or any equivalent combination of education, training, certification, and experience.

KNOWLEDGE, ABILITY, AND SKILLS

Knowledge: Knowledge of the purposes and responsibilities of Massachusetts energy efficiency programs. Thorough knowledge of the Cape Light Compact and role of municipal aggregators under the Massachusetts Restructuring Law.

Abilities: Ability to communicate effectively both orally and in writing. Ability to interact with electric utility customers and to establish and maintain effective working relationships with program vendors and consultants.

Skills: Excellent communication, organizational and administrative skills. Advanced computer skills; Microsoft Office products and web-based skills.

WORK ENVIRONMENT

The majority of work is performed in an office setting.

PHYSICAL, MOTOR, AND VISUAL SKILLS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential function of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Skills

Minimal physical demands are required to perform most of the work. The work principally involves sitting, with intermittent periods of stooping, walking, and standing. May be required to lift objects such as files, boxes of papers, office supplies, and office equipment weighing up to 30 pounds.

Motor Skills

Duties require motor skills for activities such as moving objects and using office equipment, including but not limited to telephones, personal computers, handheld technology, and other office equipment.

Visual Skills

Visual demands require routinely reading documents for general understanding and analytical purposes. Frequent computer use.