



⚡ Power for Good

## **Analyst, Customer Care**

### **Who We Are**

[Clean Power Alliance](#) (CPA) is Southern California's locally operated non-profit default electricity provider for 32 communities within Los Angeles and Ventura counties and the 5<sup>th</sup> largest electricity company in the State of California. We provide clean renewable energy at competitive rates to over three million residents and businesses through approximately one million customer accounts.

### **What You'll Do**

CPA is seeking an experienced, detail-oriented, and enthused professional to join our growing team as an Analyst, Customer Care. The Analyst, Customer Care will be a key part of the wider team to drive improvements to the operational process for handling customer data and issues with impacts across CPA's business. The Analyst, Customer Care is responsible for supporting the multiple business units through various functions, including data analysis, report creation, partner dashboard updates, KPI reporting, and collection of data to assist internal partners with external communication.

### **Who You'll Work With**

The Analyst, Customer Care will report to the VP, Technology, Data, and People and works with CPA's internal technology and business teams, as well as with the Data Manager and SCE to ensure a flawless experience for customers as well as adhere to regulatory compliance in the handling of customer requests.

### **Commitment to Diversity**

At CPA, we value diversity and are committed to creating an inclusive environment for all employees. We represent a diverse customer base and intend to hire employees that reflect our communities. Clean Power Alliance provides equal employment opportunities to all applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state, or local laws.

### **Culture**

CPA fosters a culture of open communication, responsibility, intellectual curiosity, and exceptional judgment. As a small team that has quickly built the largest Community Choice Aggregation program in the country, high levels of trust, collaboration, and mission alignment are key factors in success. We value fact-based creativity in our work, accountability with our stakeholders, and promote ethical engagement and diversity with our brand.

## **Successful Candidates Must Demonstrate the Following Abilities:**

- Excellent interpersonal and customer service skills.
- Strong analytical and problem-solving skills.
- Ability to develop a rapport with the customer, as well with all team members.
- High tolerance for uncertainty but know how to bring things to resolution.
- Strong communicator who can write compellingly and clearly.
- Be able to organize and carry out projects with minimal instruction, compose correspondence independently based on policy and guidelines, and maintain complex records.
- Ability to set own priorities and work independently and effectively in a team environment.
- Have high attention to detail with strong organizational skills.
- Work accurately and swiftly under pressure.
- Demonstrate exceptional judgement and integrity.
- Have a strong work ethic befitting an environment transitioning from start-up to operations.
- Advanced proficiency with Microsoft Excel and Office Suite or related software.

## **Duties and Responsibilities**

### **Customer Care**

- Monitor and track resolution of customer problems and issues. Understand the customer touch points across the business and use that knowledge to make recommendations around process improvement regarding customer satisfaction and how to be more efficient while keeping quality of care for our customers as a top priority.
- Respond to and resolve escalated support requests via email, chat, and phone to achieve CPA's business targets. Manage escalations to CPUC (California Public Utilities Commission), Better Business Bureau, or other reporting agencies. Escalate to management as needed.
- Review customer data and reporting trends to help identify data discrepancies, billing issues, oversee resolution, and improve overall customer support. Coordinate projects to improve business processes, increase efficiency, and alleviating customer friction points with the goal of increasing customer satisfaction.
- Serve as the primary point of contact for team to address internal and external customer needs, inquiries, and associated data requests or analysis.
- Analyze customer issues to assist with the development of tools, processes, and initiatives to increase customer service and satisfaction.
- Oversee the CPA Collections process and collaborate with internal and external partners to perform tasks including but not limited to identifying eligible accounts, generating and modifying report data, data validation, transmission of data to collection agency, and handling customer service-related inquiries from the customer, SCE, Calpine, or the collection agent.
- Assist in technology configuration and interface development and enhancements across various in-house and external applications, including customer relationship management (CRM).
- Perform related tasks to ensure achievement of annual departmental goals.

### **Vendor Oversight**

- Provide ongoing feedback on improvement areas, as well as tracking that improvement areas are being addressed by the Data Manager and SCE and are in line with our priorities. Escalate issues when necessary.

- Perform ongoing review of customer facing FAQ's and prepared responses and update where necessary. Work closely with Data Manager and SCE to provide proactive recommendations on how to improve first contact resolution in efforts to reduce repeat contacts to any one team or department.

### **General**

- Analyze and summarize customer issues to prepare appropriate solutions or clarifications to respond to customers.
- Maintain relationships with other internal departments as well as client base to improve business performance.
- Assist with RFP (Request for Proposals) development and processes as needed.
- Make recommendations for changing existing performance measures or creating new ones.

### **Analytics and Reporting**

- Build and circulate regular executive reporting and dashboard views that provide actionable insights and clearly highlight any risks with recommendations for how to mitigate issues such as customer complaints, opt actions, or data discrepancies.
- Performs insightful business data analytics to drive change and influence business decisions, leading the use and integration of information for fact finding purposes.
- Identify existing sources of data or acquire new data sources from which performance can be measured.
- Organize multiple unstructured data sources into more accessible channels of information.
- Use statistical techniques to identify trends and patterns in complex data sets.
- Maintain history records and related problem documentations for future reference.
- Maintain the internal and external customer databases to ensure data is available for consumption into data warehouse.
- Produce Customer Experience Team KPI reporting to ensure excellent service to internal and external customers.
- Manage documentation for internal and external communications for customer care related projects or tasks.
- Provide team with data for dashboards on weekly and/or bi-weekly basis and assist with development of dashboards to meet reporting needs for internal reports, teams, committees, etc.

### **Perform other duties as assigned.**

### **Qualifications**

- Bachelor's degree required.
- 3 – 5 years' experience in a Customer Service and/or Analyst position.
- Start-up experience or experience is highly desirable.
- Must be able to sit or stand at a desk and work on a computer for prolonged periods.

- Currently, this position is temporarily remote; however, when the office reopens in January 2022, this position is expected to report to our downtown Los Angeles office 2-3 days per week. (The actual days of the week to be worked in the office will be determined by CPA, not by the candidate.)

### **Required Skills**

- Excellent organizational, scheduling, time management skills and attention to detail.
- Advanced knowledge of Microsoft Office Suite and Adobe Pro software skills.
- Experience with Microsoft Dynamic CRM (Customer Relations Management) required.
- Excellent verbal and written communication skills.
- Excellent organizational, scheduling, time management skills and attention to detail.
- Ability to act with integrity, professionalism, and confidentiality.

### **Salary and Benefits**

The salary range for this position is \$85,730-\$116,310, with exact compensation to be determined by Clean Power Alliance, dependent on experience. Benefits include health care, a 401(k)-like match program, paid vacation, and sick leave. This is not a civil service position; however, all CPA employees are required to submit a Statement of Economic Interests form, also known as the Form 700.

### **How to Apply**

Candidates should visit [https://recruiting.myapps.paychex.com/appone/MainInfoReq.asp?R\\_ID=4047864](https://recruiting.myapps.paychex.com/appone/MainInfoReq.asp?R_ID=4047864) to complete an application.

The start date for the position is as soon as possible and will remain open until filled.