

## **MAKE A DIFFERENCE IN YOUR COMMUNITY AT PUGET SOUND ENERGY!**

### **Customer Service Representative I #48829**

Are you an enthusiastic, hard-worker with excellent people skills? Are you looking to join a company that offers both personal and professional growth opportunities? If you thrive in a fast-paced work atmosphere, are self-motivated and enjoy delivering quality results, then this is the job for you!

Puget Sound Energy (PSE), the largest energy utility in Washington, is looking for multiple Customer Service Representatives to join our team in Bothell! This team serves as the first point of contact for all PSE customers and are essential in providing them with a positive experience.

#### **JOB DESCRIPTION:**

##### **In this role, you will:**

- Respond to customer inquiries via phone, e-mail, and written correspondence
- Become an expert at answering questions related to outages, billing and credits, and various customer programs
- Be comfortable with a little chaos and uncertainty, especially during Storm Season
- Compile reports, update customer information, and process returned mail
- Bring solutions to the table and learn about new ways of doing things in an effort to support our customers
- Learn more about PSE's commitment to energy efficiency

##### **Perks of working at PSE:**

- Full two weeks of Paid Training
- Development Opportunities
- Collaborative Team Environment
- Full-Time, 40 Hours per week, set core hours
- Work-life balance
- Benefits

##### **MINIMUM QUALIFICATIONS:**

- High School diploma or GED
- Successful completion of six to ten college credits in accounting, communication, drafting, social sciences, or its equivalent in experience.
- Two years customer service skills, preferably in a call center environment
- Must be able to type a minimum of 35 words per minute

##### **DESIRED QUALIFICATIONS:**

- Successful completion of courses in basic PC, electricity, or natural gas
- Ability to multi-task and work well independently
- Bilingual (English - Spanish) Customer Service Representatives
- Experience with SAP a plus!

##### **ADDITIONAL INFORMATION:**

- Candidates will need to successfully complete training and assessments
- Successful candidates will become a member of the IBEW
- Starting wage is \$20.20 an hour.

##### **ABOUT PSE:**

Families and businesses depend on PSE to provide the energy they need to pursue their dreams. Our steadfast commitment to serving Washington communities with safe, dependable and efficient energy started in 1873. Today we're building the Northwest's energy future through efforts like our award winning energy efficiency programs and our leadership in renewable energy.

At PSE we value and respect our employees and provide them opportunities to excel. We offer an expansive pay package that includes competitive compensation, annual goals-based incentive bonuses, comprehensive cafeteria-style benefits, 401(K), a company paid retirement pension plan, and an employee assistance and wellness program.

*PSE is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, sex, sexual orientation, gender identity, religion, national origin, age, protected veteran status, disability status, or any other characteristic protected by law. We encourage persons of diverse backgrounds to apply.*

*Should you have a disability that requires assistance and/or reasonable accommodation with the job application process, please contact the Human Resources Staffing department at [jobs@pse.com](mailto:jobs@pse.com) or 425-462-3017.*