

Job Title: Cust Construction Rep

Puget Sound Energy is looking to grow our community with top talented individuals like you! With our rapidly growing, award winning energy efficiency programs, our pathway to an exciting and innovative future is now.

PSE's Customer Construction Services team is looking for qualified candidates to fill an open Cust Construction Representative position!

Job Description

This position is hybrid eligible, which means the work location is a mixture of both working remotely and working from the office or designated headquarters. Specific details about eligibility and requirements will be discussed during the interview process.

Job Responsibilities

- Under general direction, provide initial or single point-of-contact for new construction services.
- Provide information and respond to inquiries from customers and other employees regarding customer construction, service requests, rates, complaints, credit processes, energy conservation, customer programs, billing information and Company policy.
- Answer inquiries from customers and contractors.
- Provide energy cost comparisons.
- Provide Company construction standard requirements and quote cost figures per rate schedule tariffs. Originate and follow up on customer service agreements, including collecting funds and processing orders. Process account changes or corrections and respond to miscellaneous customer inquiries.
- Update customer information including, but not limited to, completion and new construction billing. Compile reports and perform other office and clerical tasks as assigned.
- Accurately assess customer needs relative to construction practices and policies.
- Identify and route complex jobs to appropriate project managers. Determine availability and accessibility to existing energy facilities. Determine a probable time line, identify and provide commitment to customers regarding resource availability and firm installation dates utilizing scheduling tools.
- Must be knowledgeable and comply with all Company standards, policies, practices and procedures and State and Federal safety regulations as they pertain to the job.
- The position is responsible for a specialized area of customer service. Duties include answering customer inquiries, performing customer construction services and associated completion activities. Performs credit activities and assigned duties as outlined in the position description.
- Examples of responsibilities include extensive customer service and operate PC's and associated software, typewriters, microfiche, telephone, calculators and related equipment. Perform similar and incidental duties as required.
- The operation of computer software to establish, update and maintain accurate customer data.
- The position is not responsible for supervising or leading other persons. Coordination with other areas is often necessary to respond to customer requests.
- The position has constant communications with customers, builders, public agencies, service centers, business offices, customer information centers, customer programs and other persons outside the department and Company, to gather, provide and explain information.

This position will be filled in accordance with Article 13.8 of the Collective Bargaining Agreement.

Minimum Qualifications

- Previous minimum education and training should include the equivalent of successful completion of high school studies in general or clerical subjects and 2 quarters of business school or college studies in accounting, communication skills, drafting, or social sciences, transferable to a 4-year institution, or its equivalent in experience and/or education as determined by the Manager of Customer Service.
- Proficiency at touch typing is required as well as demonstrated customer communications capabilities.
- Courses in basic electricity and gas would be helpful.
- Previous job experience should include the equivalent of 2 years Customer Service Group or Customer Service Planning Group experience, at grade 5 or above. Approximately 12 months on-the-job experience is required before all the job duties and responsibilities can be performed without day-to-day supervision.

Additional Information

The duties and responsibilities are performed in an office environment. The position involves sitting, standing and walking, light lifting, bending and reaching, and keyboard and telephone operation.

The environment conditions include ambient inside temperature, lighting and noise levels.

At PSE we value and respect our employees and provide them opportunities to excel. We offer a competitive compensation and rewards package.

The pay range for this position is \$28.77 - \$28.77, and this position is eligible for annual goals based incentive bonuses.

PSE offers a suite of benefits to our employees. Employees are eligible for medical, dental, vision, basic life, and short- and long-term disability insurance. There are additional voluntary options of supplemental life insurance, accidental death and dismemberment insurance, flexible spending accounts for health care and dependent daycare, and an Employee assistance program (EAP). For long term savings, PSE offers a 401(k) investment option and a cash balance retirement plan. Employees will also receive Paid Time Off (PTO) and Paid Holidays throughout the calendar year. Detailed benefit overviews can be found on our Career page - [Why Work For Us \(pse.com\)](https://pse.com).

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.

Puget Sound Energy is committed to providing equal employment opportunity to all qualified applicants. We do not discriminate on the basis of race, color, religion, sex, national origin, age, sexual orientation, gender identity, marital status, veteran status or presence of a disability that with or without reasonable accommodation does not prevent performance of the essential functions of the job, or any other category prohibited by local, state or federal law.

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 or 425-462-3017.