



PG&E Talent Connect

Job Posting Title

Small Business Advisor-San Francisco

Job Posting Date: 10/18/2016

Requisition #: 53761282-E02

Job Category: Customer Support / Operations

Job Level: 2. Individual Contributor

Company

Based in San Francisco, Pacific Gas and Electric Company, a subsidiary of PG&E Corporation (NYSE:PCG), is one of the largest combined natural gas and electric utilities in the United States. And we deliver some of the nation's cleanest energy to our customers in Northern and Central California. For PG&E, "Together, Building a Better California" is not just a slogan. It's the very core of our mission and the scale by which we measure our success. We know that the nearly 16 million people who do business with our company count on our more than 24,000 employees for far more than the delivery of utility services. They, along with every citizen of the state we call home, also expect PG&E to help improve their quality of life, the economic vitality of their communities, and the prospect for a better future fueled by clean, safe, reliable and affordable energy.

Pacific Gas and Electric Company is an Affirmative Action and Equal Employment Opportunity employer that actively pursues and hires a diverse workforce. All qualified applicants will receive consideration for employment without regard to race, color, national origin, ancestry, sex, age, religion, physical or mental disability status, medical condition, protected veteran status, marital status, pregnancy, sexual orientation, gender, gender identity, gender expression, genetic information or any other factor that is not related to the job.

Department Overview

PG&E's Business Energy Solutions (BES) organization is a critical department within PG&E as it manages relationships with its commercial, industrial and small & medium business customers throughout PG&E's service territory. BES is focused on providing outstanding customer service by being the customer's advocate with all departments within PG&E and by helping customers save energy and money through its rebate and incentive program. In Customer Care we are focused on delivering the desired customer experience for each of our customers. Everything we do starts with the customer and our information about the customer. That information is collected and managed by our Customer Experience Strategy group. Each of our organizations, though completely dependent upon each other, are the experts in their area and will further drive PG&E's alignment around the customer.

Position Summary



The Customer Relationship Manager/Small Business Advisor (SBA) provides phone based sales and service relationship management and issue resolution for small business customers throughout PG&E's service territory. The SBA Representative provides exceptional energy management assistance, relationship building, closed-loop interactions, account support, and plays a liaison role to local Government Partnership Programs and Third Party Energy Efficiency Programs. The SBA Rep proactively manages business customer interactions through identification of energy savings opportunities, rate analysis, and implementation of PG&E products and services. With a goal of meeting customer commitments, this position plays a huge role with impacting Customer Satisfaction Scores through high volume interactions over the phone. Other metrics set for the Small Business Advisor are meeting energy efficiency goals, developing a pipeline of projects and educating customers about PG&E product and program offerings. The ideal candidate will be highly organized, possess a natural bias towards action, customer focus, problem solving and collaboration. This position will be located in San Francisco.

Qualifications

Minimum Qualifications

- Bachelor's degree or equivalent related work experience
- 3 years of experience to include any combination of customer service, sales or utility/energy experience
- Valid CA Class C driver's license and willingness to use personal vehicle for reimbursed company mileage

Desired Qualifications

- Knowledge of PG&E Energy Efficiency and Demand Response programs, products and services
- Strong customer focus
- Prior experience in a utility, power generation provider or related sales and service industry
- Ability and desire to work in fast-paced environment with competing deadlines and priorities
- Team oriented
- Highly adaptive, flexible to changing environments
- Inside sales experience
- Results and Metrics-Oriented
- Experience working with Salesforce
- Proficiency in the MS Office Suite

Responsibilities

- Accomplish energy savings goals by increasing business customer participation in various PG&E Programs: Energy Efficiency and Demand Response
- Maintain Customer Commitments with Case call backs to customers
- Manage cases sent from Call Center Operations regarding commercial account inquiries
- Deliver superior customer service to all Small and Medium Business customers in PG&E service territory
- Responsible for complex sales and service issue resolution for business customers

Employment Type: Management



Schedule: Full-time

Work Location: GENERAL OFFICE COMPLEX - 245 MARKET

City: San Francisco

Zip Code: 94105