



## Energy Counselor Support Representative

This full-time position is hybrid schedule eligible and reports to the Energy Services Supervisor located at the Electric Center, 1200 Fort Vancouver Way, Vancouver, WA 98663.

### WHAT YOU WOULD DO:

- Provide superior customer service, information, advice and support for residential, and small business accounts over the phone, via email or during customer walk-ins. Provide support to the Energy Services Counselors, Energy Services Supervisor and Energy Services department.
- Provide information on energy management techniques, practices and technical support for residential, and commercial accounts relating to power consumption issues, service requirements, and the efficient use of electricity through heating, cooling, ventilation, lighting, hot water heating and other machines and equipment.
- Work with residential, and commercial accounts to schedule energy audits by the Energy Services Counselors; prepare energy use reports, account plans and/or billing summaries; rate schedule impact analysis; and provide other energy services and technologies information as needed.
- Provide customers information on our utility/customer conservation programs. Schedule the Energy Services Counselors for home energy reviews and quality assurance inspections for these programs.
- Provide support to the Energy Services department on projects.
- Provide back-up assistance to the program managers, program coordinators and administrative assistance on conservation program work.

### QUALIFICATIONS:

Associates degree or vocational degree and three years related utility or conservation industry experience and/or training required; **or an equivalent combination of education, related experience and/or training.** Experience as a utility Customer Service Representative desired. Bachelor's degree (B.A.) from four-year College or university *preferred*. Demonstrated effective time management skills, excellent oral and written communication skills. Proven self-starter with the ability to work at a high level with limited supervision. Outstanding interpersonal skills, customer focused, and flexible. Knowledge of HVAC systems, lighting systems, and motor efficiencies preferred. Strong computer skills related to Microsoft Word, Excel spreadsheets, and database applications. Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, and governmental regulations.

### HOW TO APPLY:

Clark Public Utilities offers excellent benefits, an attractive wage, and company incentive programs. For confidential consideration, please forward your resume with cover letter via email to [jobs@clarkpud.com](mailto:jobs@clarkpud.com). Resumes may also be sent to Clark Public Utilities, Human Resources Department, P.O. BOX 8900, Vancouver, WA 98668.

### **Equal Opportunity Employer**

*At Clark Public Utilities, we are committed to being a place where a diverse mix of talented people want to come, to stay and do their best work.*