



Future Opportunities:

Part-Time Customer Service Representatives-Bilingual in English and one of the following languages:

Cantonese, Korean, or Mandarin

Starting Pay: \$17.20 - \$35.71

<https://www.socalgas.com/careers>

Posting Number: 20-53379 Part-Time Customer Service Representatives-Bilingual

Southern California Gas Company is searching for part-time *Customer Service Representatives* who have a good command of the English language and are also fluent in **Cantonese, Korean, or Mandarin**. The ideal candidate will have 2-3 years of customer service experience, be able to multi- task in a fast-paced environment and manage a heavy call volume.

Customer Service Representative

- CSRs process customer calls and serve as the end-to-end primary point of contact for a wide array of customer service requests.

Essential Duties and Responsibilities

- Demonstrates a strong safety focus in the workplace as well as ensures safety of our customers and the communities we serve.
- Displays a deep passion in helping people by actively listening to customer issues or questions, showing interest, and displaying compassion and empathy for the caller's situation.
- Efficiently and accurately processes customer requests, answers questions, and resolves complex issues
- Maintains knowledge of changing company policy and procedures
- Effectively promotes products and services that meet customer needs
- Strives to provide a superior customer experience that focuses on first-call resolution
- Demonstrates a learning attitude focused on innovation and continuous improvement.
- Has an overall positive presence in the communities that we serve
- Possesses a mature and self-confident attitude
- Naturally possesses a high energy level and demonstrates strong dependability
- Embraces a strong work ethic and enjoys working in a fast paced and changing environment
- Strives to meet or exceed service and operational goals established for the Customer Contact Center, including productivity, quality, and timeliness goals.

Physical Demands

- Very Light -- Occasionally lifting and/or carrying such articles as dockets, ledgers and small tools or items weighing up to approximately 10 pounds. Although a sedentary job is defined as one which involves sitting, occasionally a certain amount of walking and standing are necessary in carrying out job duties.

Environmental Conditions

- Office environment with some noise generated by co-workers; telephone contact with customers.

Minimum Qualifications

- Previous customer contact experience
- Ability to operate a computer and peripheral equipment
- Must possess and maintain a valid California Driver's License with acceptable driving record.
- Demonstrate ability by passing a pre-qualification examination. Must also pass a Clerical Test Battery (Customer Contact) and a customer service inventory test
- Qualify through a panel interview
- Fluent in English and one of the following languages – Cantonese, Korean, or Mandarin
- Successfully complete formal Customer Service Representative training