



Customer Service Solutions Job Profile

Job Family: Customer Service Solutions Department: Customer Engagement Function: Customer Care Reports to: Supervisor/Manager	Last Updated: April 2011
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Job Summary	Subject matter and/or business process expert that works to improve the customer experience, particularly as it relates to large company initiatives and core service delivery.			
Major Responsibilities	<ul style="list-style-type: none"> • Customer Strategy: Participates in the development/review of company business process changes and initiatives that are expected to have heavy customer impact, including the development of comprehensive customer education strategies and outreach. • Customer Recovery: Participates in/supports the handling of escalated customer concerns, related to areas of expertise, in a timely and thorough manner, in accordance with customer needs. • Subject Matter Expertise: Provide technical/complex customer service support for the organization and other internal business partners on subject matter of expertise/assignment as needed and monitors performance. • Person to Person Service Enhancement: Assess the customer service needs of the organization and other customer-facing groups to influence, develop or drive the development of new resources and tools for enhanced customer service. • Service Solutions Leadership: Provides support to the organization and has advanced knowledge of various service offerings, typically specializing in specific operational areas or local/regional business needs. Leads and coordinates unique and innovative service solutions for complex, technical service requirements using a network of internal and external resources. Regularly interfaces with partnering organizations to communicate and drive awareness of the customer experience, as it relates to service operations. • Person to Person Customer Education: May assist and/or develop and host education centers, workshops, webinars, presentations and other vehicles for educating customers proactively regarding the area of expertise 			
Job Title	Service Solutions Specialist	Service Solutions Specialist , Senior	Service Solutions Specialist , Expert	Service Solutions Specialist , Principal
Position Title	Customer Outreach Specialist, Customer Impact Specialist, Service Solutions Specialist	Customer Outreach Specialist, Customer Impact Specialist, Service Solutions Specialist: Senior	Customer Outreach Specialist, Customer Impact Specialist, Service Solutions Specialist : Expert	Customer Impact Specialist, Service Solutions Specialist: Principal
PGE Job Level	Career	Senior	Expert	Principal
SAP Job Code	50307513	50307516	50307514	50307515
FLSA Status	Exempt	Exempt	Exempt	Exempt
Distinguishing Characteristics	<ul style="list-style-type: none"> • Full understanding of service needs and activities, organizational functions supporting those needs and tools/resources customer facing employees use to handle routine service questions, as it relates to assigned geography and/or area of expertise. • Manages or provides influence over an ongoing process, activity, tool, or system • Communicates with peers inside and outside of the department exchanging ideas or gathering information, as it relates to the customer experience • Participates as an active team member on cross functional core teams to develop new tools, resources, communications or to improve 	<ul style="list-style-type: none"> • Advanced understanding of service needs and activities, organizational functions supporting those needs and tools/resources customer facing employees use to handle routine and advanced service questions, as it relates to assigned geography and/or area of expertise • Participates in the development of new approaches, processes, and tools by modifying existing solutions or providing a driving influence over other groups that develop tools and solutions • Serves as a team lead on cross functional core teams to develop new products or improve processes. May drive the development of these cross functional core teams upon identifying a need. • Will be responsible for the development and 	<ul style="list-style-type: none"> • Broad expertise of service needs and activities, organizational functions supporting those needs and tools/resources customer facing employees use to handle routine service questions, as it relates to assigned geography and/or area of expertise... • Develops and drives innovative solutions to complex service issues using a network of internal and external resources. • Reviews and provides feedback on plans developed for launching platform initiatives, serving as a point of quality control for the customer experience. • Works with and leverages relationships with Directors and Managers across functions to implement department-wide initiatives. May influence and participate company-wide initiatives. 	<ul style="list-style-type: none"> • Drives resolution of unique and complex service problems for internal organizations anticipating issues and developing innovative solutions. Typical issues require cross functional involvement, as it relates to assigned geography and/or area of expertise. • Regularly works with Senior Management to manage strategic planning and decision making for an enhanced customer experience. • Manages company initiatives of the highest complexity, visibility and impact. Leads cross functional management teams. • Provides unique subject matter presentations on company initiatives to senior management. • Proactively reviews and provides feedback on plans

Last Updated: 4/25/2011

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	<p>processes</p> <ul style="list-style-type: none"> • Will be responsible for the development and execution of local, field-based education centers, open houses and customer predestinations in accordance with local needs and with extensive local understanding/communication; leads others to execute similar models • Provide training and SME support for partnering organizations, as guided by leadership and partners • Participate in face to face customer education directly to customers or indirectly through partners in the organizations. • Handle more complex tasks with some direction from Supervisor 	<p>execution of local, field-based education centers, open houses and customer predestinations in accordance with local needs and with extensive local understanding/communication; leads others to execute similar models</p> <ul style="list-style-type: none"> • Provides development support for and provides training and SME support for partnering organizations • Manages/leads a complex project or initiative that may combine elements of multiple stakeholder groups and often works at the manager level. Presents findings and recommendations to function management. • May participate in face to face customer education directly to customers or indirectly through partners in the organizations. • Is able to handle complex tasks with limited direction from Supervisor and is self directed in many instances. • May be responsible for managing budget expenditures 	<ul style="list-style-type: none"> • Proactively leads development of and provides training and SME support for partnering organizations • Regularly creates opportunities to communicate initiatives, progress and enhancements to the overall customer experience • Will be responsible for the development and execution of local, field-based education centers, open houses and customer predestinations in accordance with local needs and with extensive local understanding/communication; leads others to execute similar models • May be responsible for managing budget expenditures 	<p>developed for launching platform initiatives serving as a point of quality control for the end to end customer experience.</p> <ul style="list-style-type: none"> • Regularly creates opportunities to communicate initiatives, progress and enhancements to the overall customer experience
Supervisory Responsibility	None	<ul style="list-style-type: none"> • May provide direction and coaching to peers. • Serves as a team lead related to specific area of expertise and assigned initiatives. 	<ul style="list-style-type: none"> • May directly supervise/lead 1-3 employees • May provide direction and coaching to peers. • Serves as a team lead related to specific area of expertise and assigned initiatives. 	<ul style="list-style-type: none"> • May directly supervise/lead 1-3 employees • Provides direction and coaching to Functional Managers and Directors, as it relates to specific area of expertise and assigned initiatives.
Education	<ul style="list-style-type: none"> • Bachelor of Arts or Bachelor of Science or equivalent job experience in Engineering, Business, Marketing, Communications, or related equivalent 	<ul style="list-style-type: none"> • Bachelor of Arts or Bachelor of Science or equivalent job experience in Engineering, Business, Marketing, Communications, or related equivalent 	<ul style="list-style-type: none"> • Desired Bachelor of Arts or Bachelor of Science in Engineering, Business, Marketing, Communications or related field, or equivalent work experience • MBA or equivalent graduate degree desired 	<ul style="list-style-type: none"> • Bachelor of Arts or Bachelor of Science in Engineering, Business, Marketing, Communications, or related field, or equivalent work experience • MBA or equivalent graduate degree desired
License/Certification				
Experience	<ul style="list-style-type: none"> • Minimum 2 years of relevant work experience • Previous customer facing customer service and/or customer facing roles desired 	<ul style="list-style-type: none"> • 4 yrs + of relevant work experience • 3 years of previous customer facing customer service and/or customer facing roles desired 	<ul style="list-style-type: none"> • 6 of relevant work experience • Minimum 3 years of previous customer facing customer service and/or customer facing roles 	<ul style="list-style-type: none"> • 8 of relevant work experience • 5 years of previous customer facing customer service and/or customer facing roles desired
Knowledge, Skills, and Abilities	<ul style="list-style-type: none"> • Periodically requires influencing and leading matrix teams with guidance from the team lead or direct supervisor. 	<ul style="list-style-type: none"> • Demonstrated proficiency in achieving results by leading and influencing matrixed teams with limited leadership guidance 	<ul style="list-style-type: none"> • Demonstrated proficiency in achieving results by leading and influencing matrixed teams with little or no leadership guidance 	<ul style="list-style-type: none"> • Consistently demonstrated proficiency in achieving results by developing customer service strategy and by leading and influencing matrixed teams to

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	<ul style="list-style-type: none"> • Demonstrated ability to provide proactive, high quality customer service • Basic knowledge of assigned area of expertise with demonstrated ability to learn quickly • Effective at negotiating and able to communicate effectively and comfortably with peer team internally and with customers and third parties • Demonstrated ability to utilize basic functions within Excel, Word, PowerPoint and other like tools • Strong presentation and time management skills 	<ul style="list-style-type: none"> • Demonstrated ability to provide proactive, high quality customer service while resolving issues of a complex nature • Advanced knowledge of assigned area of expertise • Effective at negotiating and able to communicate effectively and comfortably at Director level and below internally and with customers and third parties • Demonstrated proficiency with intermediate levels of Excel, Word, PowerPoint and other like tools • Strong presentation and time management skills • Developing executive messaging skills • Demonstrated proficiency in prioritizing work with limited leadership guidance . 	<ul style="list-style-type: none"> • Demonstrated ability to provide proactive, high quality customer service while resolving issues of a complex nature using new and innovative approaches • Expert knowledge of assigned area of expertise • Effective at negotiating and able to communicate effectively and comfortably at Senior Director levels and below internally and with customers and third parties • Demonstrated expert proficiency in Excel, Word, PowerPoint and other like tools • Strong presentation and time management skills • Expert executive messaging skills. • Demonstrated proficiency in prioritizing work with little or no leadership guidance . 	<ul style="list-style-type: none"> • translate this strategy into action plans and in the execution of these plans. • Demonstrated ability to provide proactive, high quality customer service while resolving issues of the highest complexity, visibility and impact • Thought leader with extensive, unique subject matter expertise • Effective at negotiating and able to communicate effectively and comfortably at all levels internally and with customers and third parties • Demonstrated expert proficiency with Excel, Word, PowerPoint and other like tools • Superior presentation skills, particularly when presenting to senior management level leadership • Master at executive messaging • Superior time management and work prioritization skills
Working Conditions	Majority of work will be performed in office setting with visits to local division staff meetings and trainings. Travel required 10%+ of the time.			
Supplemental Information	Valid CA drivers license and personal transportation availability required			

Technical Competencies	Technical Competency Descriptions	Proficiency Level*			
		Career	Senior	Expert	Principal
Informing	<i>Accurately gathers and relays verbal information to appropriate parties in a timely fashion.</i>	Proficient	Proficient	Advanced	Master
Advocacy and Persuasion	<i>Effectively influences others to achieve understanding, acceptance, and commitment to act in support of ideas, programs or causes.</i>	Proficient	Proficient	Advanced	Master
Information Analysis	<i>Breaks down information into components, identifies underlying principles or facts, and recognizes interrelationships; shows insight into the root-causes of problems or issues.</i>	Proficient	Proficient	Advanced	Master
Proactive Customer Service	<i>Anticipates, identifies and mitigates potential customer issues before they escalate into a significant problem.</i>	Proficient	Proficient	Advanced	Master
Problem Solving	<i>Demonstrates skill in identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.</i>	Proficient	Proficient	Advanced	Master
Process Improvement	<i>Identifies process problems and opportunities for improvement and simplification and takes action to control and improves processes.</i>	Proficient	Proficient	Advanced	Master
Presentation Skills	<i>Demonstrates skill in delivering clear, understandable oral presentations to groups; effectively organizes and tailors presentation to meet the needs of the audience.</i>	Advanced	Advanced	Advanced	Master
Conflict	<i>Deals with interpersonally and/or politically challenging situations calmly and diplomatically, diffusing tension; facilitates communication and resolves</i>	Proficient	Advanced	Advanced	Master

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Management Skills	<i>problems.</i>				
Professional Impact	<i>Presents self as a positive representative of the organization; projects confidence, alertness, and energy; grasps the nuances of appropriate behavior for the situation.</i>	Proficient	Advanced	Advanced	Master
Relationship Building	<i>Develops and maintains work relationships, contacts, and networks; demonstrates skill in achieving cooperation from others in order to achieve a goal.</i>	Advanced	Advanced	Advanced	Master
Service Orientation	<i>Actively looks for ways to help people; demonstrates skill in providing customer service.</i>	Proficient	Advanced	Master	Master
Business Acumen	<i>Demonstrates understanding about how businesses work and of trends and practices affecting the Company</i>	Proficient	Advanced	Advanced	Master
Written Communication	<i>Demonstrates skill in communicating information and ideas in writing so others will understand.</i>	Proficient	Advanced	Advanced	Master
Organizational Savvy	<i>Grasps the workings of the total organization as a formal and informal system; aligns and maneuvers organizational resources and internal politics skillfully to solve problems or accomplish goals.</i>	Proficient	Advanced	Master	Master

*Proficiency Levels

Novice: Demonstrates general understanding of knowledge, principles, and/or applications of the area; is able to complete routine assigned tasks with minimal guidance or supervision.

Proficient: Demonstrates solid understanding of knowledge, principles, and/or applications of the area; is able to complete moderately complex projects, with minimal guidance and supervision.

Advanced: Demonstrates advanced understanding of knowledge, principles, and/or applications of the area; is able to understand complex ideas and make recommendations in this area. May guide efforts of others on the team.

Master: Demonstrates mastery of knowledge, principles, and/or applications of the area; is able to lead and direct others in this area.