

Career Pathway Spotlight

Discover a Career in Customer Service

Discover your career in energy!

Customer service representatives are the human voice of the energy company — answering customer calls, guiding people through outages, and designing the experiences that make energy services easier to use.

Frontline Customer Service

Customer service representatives are the first voice many people hear when they call their energy provider. They handle billing questions, payment plans, and service requests that keep customers comfortable, informed, and connected to their utility or retailer.

Outage and Emergency Response

When storms, equipment failures, or wildfires hit, customer service teams shift into emergency mode — answering surge call volume, sharing restoration estimates, and reassuring people without power. The work is fast-paced and a critical link between operations and the community.

Customer Experience and Program Design

Customer experience (CX) specialists design the websites, apps, programs, and journeys that shape every customer interaction. They map the steps people take, run pilots for efficiency and electrification programs, and use feedback to make energy services easier to use.

CAREER PATH

Start with:

- » A high school diploma or GED

Get Educated:

- » A community college or bachelor's degree in a related field
 - Programs in communications, business, design, or UX
- » An employer or military pathway
 - Utility customer service academies and contact center programs
 - Military public affairs or customer-facing administrative roles

Specialize With:

Knowledge in:

- » Billing and affordability support
- » Outage and emergency response communication
- » Energy efficiency and customer programs
- » Service design and journey mapping
- » Digital customer experience tools

OCCUPATIONAL SKILLS

- » Clear, friendly written and verbal communication with customers
- » Empathy and patience with customers in difficult moments
- » Strong problem-solving and quick decision-making abilities
- » Sharp attention to detail and follow-through on commitments
- » Comfort with technology, digital tools, and customer dashboards
- » Collaboration across operations, billing, field, and digital teams
- » Adaptability in a fast-paced, customer-facing environment

BENEFITS

These energy industry careers offer:

- » Stable, year-round employment with strong demand
- » Competitive pay and benefits with shift differentials
- » Growth into supervisor and CX leadership roles
- » Specialize in billing, outage, or digital experience
- » Meaningful work supporting customers across the energy transition

What Might You Do In Customer Service?

ENTRY LEVEL

1-4 years

What you will do:

- » Answering customer calls, chats, and emails on billing, service, and outages
- » Processing payments, refunds, and payment plans for residential and small business accounts
- » Logging service requests and routing them to field and billing teams
- » Sharing outage updates and restoration times during storms and emergencies
- » Supporting customer experience research and data entry for pilot programs
- » Following call scripts, quality standards, and customer privacy guidelines

MID- CAREER

5-8 years

- » Independently handling complex billing disputes, escalations, and program enrollments
- » Leading outage response on a shift and coordinating with field teams
- » Tuning chatbots and AI-assisted workflows and reviewing their conversations for quality and accuracy
- » Designing pilot programs for energy efficiency, electrification, and affordability
- » Training new representatives and reviewing their calls and case work
- » Building reports on customer satisfaction, call volume, and digital program performance

EXPERIENCED

8+ years

- » Overseeing customer service and CX teams.
- » Setting service standards, scripts, and digital experience guidelines for the team
- » Leading large-scale outage response and emergency communications strategy
- » Designing new customer journeys, programs, and digital tools end to end
- » Mentoring mid-career representatives and shaping training and career pathways
- » Briefing executives, regulators, and partners on customer satisfaction and trust
- » Setting strategy and governance for AI-powered customer service and chatbots

What knowledge, skills and abilities will you need to succeed?

- » Listen and follow directions from senior representatives and supervisors
- » Friendly, patient, clear communication under pressure
- » Comfort using customer information systems and contact center software
- » Attention to detail when entering and updating customer records
- » Eagerness to pursue training in billing, outage response, and CX systems
- » Working knowledge of utility billing, rate structures, and tariffs
- » Fluency in customer relationship management (CRM) and journey mapping tools
- » Clear communication with operations, billing, and IT teams
- » Ability to stay calm during outages and difficult conversations
- » Familiarity with energy efficiency programs and affordability protections
- » Deep expertise across customer service, CX design, and program delivery
- » Leadership skills for running customer-facing teams
- » Strategic communication with executives, regulators, and community leaders
- » Strong analytical judgment for service investments and program decisions
- » Mastery of change management as customer expectations and technology evolve

GET PAID!

Entry Level:

- » \$30,690 / year*

As You Gain Seniority:

- » \$42,830 / year*

Later in Your Career:

- » \$62,730 / year*

*Source: BLS OEWS, Customer Service Representatives (2024). These figures use the 10th, 50th, and 90th percentiles of all workers in the role as a proxy for seniority progression and for consistency with BLS OEWS and the United States Energy & Employment Report. Compensation figures should be used as a guide; actual compensation may vary depending on education, geography, experience, and many other factors.



ENERGY INDUSTRY CAREERS OFFER:

- » Excellent salaries
- » Opportunities for advancement
- » Job growth & stability
- » Professional development and training
- » Great benefits

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