

Customer Operations Technology Specialist (Onsite)

Location: Moreno Valley, California

Position Overview

HometownHUB supports utility customer operations through strong service delivery, operational excellence, and continuous improvement. The Customer Operations & Technology Specialist plays a key role in strengthening day-to-day customer operations while supporting thoughtful integration of technology and process enhancements.

This position is rooted in customer operations. The Specialist supports case management, operational consistency, policy alignment, and service quality, while also helping the team adopt tools and workflow improvements that increase efficiency and improve the customer experience.

Technology and AI are viewed as tools to enhance customer operations—not replace them. This role ensures operations remain strong, stable, and customer-centered while thoughtfully incorporating modernization efforts.

Core Responsibilities

Customer Operations Support

- Support day-to-day customer operations activities, including case review, escalation support, and service quality monitoring.
- Assist with complex or sensitive customer cases requiring additional analysis or coordination.
- Ensure consistent application of utility policies and procedures.
- Help identify recurring customer concerns and recommend operational adjustments.
- Support training and onboarding efforts for customer operations team members.

Operational Improvement & Process Enhancement

- Analyze customer interaction trends (calls, emails, cases) to identify common drivers and opportunities for improvement.
- Recommend process refinements that improve service clarity and reduce avoidable contact.
- Support documentation and refinement of standard operating procedures.
- Assist leadership with reporting and performance tracking related to customer service metrics.

Technology & Workflow Support

- Support effective use of Customer Information Systems (CIS) and related platforms.
- Assist in testing and implementing system enhancements or workflow updates.
- Participate in initiatives that incorporate automation or AI tools to improve efficiency and service quality.
- Provide feedback on system usability and recommend practical improvements to better support frontline operations.

Policy & Customer Experience Alignment

- Help assess how billing, credit & collections, or service policies impact customer experience.
- Support communication updates that clarify customer-facing materials and reduce confusion.
- Work cross-functionally to ensure operations, compliance, and technology teams remain aligned.

Information Security & Data Responsibility

All employees authorized to access HometownHUB or client systems are responsible for:

- Protecting the confidentiality of customer and utility data.
- Adhering to company data protection policies.
- Reporting actual or suspected vulnerabilities or breaches.

Minimum Qualifications

- Bachelor's degree required.
- Master's degree in Public Policy, Public Administration, Business, or related field strongly preferred.
- 3+ years of experience in customer operations, public sector services, regulated industries, or related environments or relevant coursework.
- Strong interest in process improvement and technology-enabled operations.
- Experience working with enterprise systems (CIS, CRM, or similar platforms) preferred.

Preferred Qualifications

- Experience in the utility industry or other regulated environments.
- Exposure to reporting tools or operational dashboards.
- Interest in AI, workflow automation, or digital service enhancements.

Knowledge, Skills & Abilities

- Strong analytical and organizational skills.
- Ability to evaluate operational issues and recommend practical improvements.
- Comfort working across teams in both operational and technical settings.
- Clear written and verbal communication skills.
- Ability to manage multiple priorities in a structured environment.
- Commitment to professional growth, including familiarity with emerging customer operations technologies.