



Brilliant Energy, LLC, 800 Wilcrest Drive, Suite 109, Houston, Texas 77042
Phone: (713) 789-8800 • Fax: (713) 789-8806 • customerservice@brilliantenergy.com • www.brilliantenergy.com

Customer Care Representative

Brilliant Energy, LLC is a Retail Electricity Provider located in West Houston and is currently seeking a self-motivated individual with experience in providing superior service.

In this role, the candidate will be working with new and existing customers to provide an exceptional customer experience. Ideal candidates possess a positive attitude, punctuality, the ability to complete work within designated timelines, team spirit, and excellent attention to detail.

Role Accountabilities:

- Minimum of one year of experience in the energy or customer care sectors
- Excellent verbal and written communication skills.
- Bilingual Preferred (Spanish)
- Dedication to company values, with focus being geared towards ensuring impeccable customer care
- Basic knowledge of MS Office (word, excel, outlook)
- Ability to convey accurate information to the customer, while maintaining a positive attitude.
- Ability to learn industry guidelines and best practices, to ensure accuracy and consistency of assigned tasks.
- Ability to multi-task, manage time and prioritize
- Must be able to work overtime based on business needs
- Proven integrity and reliability through work history (references preferred)
- Exceptional coordination and interaction with multiple departments, in order to provide support and subject matter expertise to the organization

Valued Experience & Qualifications:

- Experience in the retail electric industry, including but not limited to, retail electric billing systems, customer enrollments, EDI transactions, PUCT rules and ERCOT
- Team environment experience

Salary: Commensurate with experience **How to apply:** Interested candidates please e-mail your Resume (in Word or PDF format), cover letter and salary expectations to Operationsjobs@brilliantenergy.com or fax to 713.789.5455