

Every call is a chance to help, support and have an impact

PGE Customer Service Advisor careers

Customers rely on PGE to keep the lights on. And when a storm hits, or a tough call comes in, PGE advisors are there for them. No scripts to follow, our advisors are reliable, respectful and resourceful. They focus on what really matters – our customers.

Build a career where your voice truly matters.

KEY DETAILS:

- **Starting wage:** \$24.25 per hour. Generous medical benefits, paid time off and 401(k). *Advisors fluent in Spanish earn an additional \$1.50 per hour.*
- **Training:** Up to eight weeks of in-person training, Monday through Friday, 8 a.m. to 5 p.m., plus additional time onsite to demonstrate readiness.
- **Location:** This is a hybrid role, at PGE's Tualatin office and work from home.
- **Schedule:** Full-time shifts fall between 7 a.m. and 7 p.m., Monday through Friday, with varying daily start times.
- **Outages:** During major outages, 12-hour shifts may be required, with the potential for paid overtime.

REQUIRED QUALIFICATIONS:

- High school diploma or GED
- Excellent active listening skills and the ability to empathize with customers
- Clear, professional verbal and written communication
- Exceptional multitasking skills with strong attention to detail
- Strong problem-solving skills and ability to think quickly
- Previous customer service or support experience is a plus



HOW PGE SUPPORTS YOUR CAREER PATH:



Robust Training

8 weeks of hands-on training in customer engagement skills, product knowledge and solutions. Plus ongoing support to grow as an Energy Expert.

Personalized Growth

Access mentorship, coaching and job shadowing to explore your strengths and opportunities.

Career Development

Regular check-ins with leadership, skill-building resources and tuition reimbursement to help you reach your goals.

Launch Your Career

The CSA role is the perfect springboard into a wide range of careers at PGE.



“I am blown away daily by the unconditional support and all staff at the Tualatin Contact Center. It is unlike anything I have ever experienced before. That kind of support breeds respect and loyalty that you just don’t find in other workplace environments.”

“Even though I’m new to PGE I feel like I’ve been successful. I understand that learning is an ongoing process with the nature of the company and as time goes on, I will continue to strive and become even more successful.”

“I enjoy my job and the work I do. Is it stressful at times? Yes, however I feel that what I do makes a difference and I look forward to watching the day unfold and resolving complex issues for all of my customers.”

— Quotes from newly-hired Customer Service Advisors



For more details and job openings visit portlandgeneral.com/careers