

Clackamas Community College
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Section #1 General Course Information

Department: Energy & Utility Resource Management

Submitter

First Name: Shelly

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Course Prefix and Number: UT - 215

Credits: 12

Contact hours

Lecture (# of hours):

Lec/lab (# of hours): 240

Lab (# of hours):

Total course hours: 240

For each credit, the student will be expected to spend, on average, 3 hours per week in combination of in-class and out-of-class activity.

Course Title: Utility Customer Service-Call Center

Course Description:

This course introduces new phone customer service representatives at PGE to the required knowledge, skills and abilities needed to provide the level of customer service expected by PGE. Students learn PGE's vision, mission, values, confidentiality policies, software programs, how to deal with difficult customers, good phone etiquette and the Oregon Public Utility Commission's rules and regulations.

Type of Course: Career Technical Supplementary

Can this course be repeated for credit in a degree?

No

What is the target audience/industry for this class?

PGE employees.

Are there prerequisites to this course?

No

Are there corequisites to this course?

No

Are there any requirements or recommendations for students taken this course?

No

Are there similar courses existing in other programs or disciplines at CCC?

No

Will this class use library resources?

Yes

Have you talked with a librarian regarding that impact?

No

Is there any other potential impact on another department?

No

Does this course belong on the Related Instruction list?

No

GRADING METHOD:

A-F or Pass/No Pass

Audit: No

When do you plan to offer this course?

✓ Not every term

Is this course equivalent to another?

If yes, they must have the same description and outcomes.

No

Will this course appear in the college catalog?

No

Will this course appear in the schedule?

No

Student Learning Outcomes:

Upon successful completion of this course, students should be able to:

1. state PGE's vision, mission and values;
2. demonstrate the use of basic computer skills and understanding of software programs including: Windows NT operating system, Outlook, and internet access and intranet access;
3. navigate through PGE's Customer Information System (CIS) and know how to identify and manage customer's accounts including: creating new accounts, customer disconnects, billing and payment options;
4. demonstrate proper phone etiquette and basic customer service skills,
5. state PGE's customer confidentiality policies,
6. explain PGE's policies and practices around rights, responsibilities and payment requirements;
7. explain the Oregon Public Utility Commission's (OPUC) rules and regulations for extending credit and payment options to electrical customers,
8. communicate with customers to negotiate payment options, and types of payment plans available;
9. deal with difficult people, respond to billing errors and meter reading inquiries;
10. speak knowledgeably about energy use including how meters work, electrical consumption rates of house hold appliances, lifestyles that reflect conservation strategies.

This course does not include assessable General Education outcomes.

Major Topic Outline:

1. PGE's vision, mission and values statement.
2. Windows operating system, PGE's e-mail system (Outlook), internet and intranet access and PGE's Customer Information System (CIS).
3. Phone etiquette and basic customer service skills.
4. PGE's customer confidentiality policies.
5. Customer service: new accounts, discontinuation of service, credit policies and payment options including bill averaging and installments.
6. OPUC rules and regulations and the rights/responsibilities of PGE and electrical customers as determined by the OPUC.
7. Communication, marketing and sales techniques.
8. Customer service techniques for working with difficult people.

Does the content of this class relate to job skills in any of the following areas:

- | | |
|--------------------------------------|-----------|
| 1. Increased energy efficiency | No |
| 2. Produce renewable energy | No |
| 3. Prevent environmental degradation | No |
| 4. Clean up natural environment | No |
| 5. Supports green services | No |

Percent of course: 0%

First term to be offered:

Next available term after approval

:
