



# Customer Service Coordinator

## Summary of Position

Responsible for: customer service, post-installation production monitoring and determining when to escalate production issues; overseeing project progress and customer communication from contract signing through final project completion.

## Department

## Operations

## Reports To

## Chief Executive Officer

## Duties and Responsibilities

- **Conduct/manage post-installation customer surveys**
- **Enter customer systems into monitoring portals**
- **Ensure customers are registered for SREC trading when applicable**
- **Review daily production monitoring alerts**
- **Determine if alerts are actionable or explainable**
- **Review monthly fleet production reports to identify under-performing systems**
- **When issue/s require field work, turn over to Senior Project Manager for resolution**
- **Track and report SREC production for company's SREC customers**
- **Create annual production reports for customers**
- **Receive inbound customer calls and emails**
- **Respond to system production issues**
- **Create and update Cases in CRM**
- **Troubleshoot customer issues**
- **Coordinate investigation of issues that are not solved by troubleshooting**

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- **Determine billable nature of service calls and coordinate with Accounting Department**
- **Regularly communicate case progress to customers**

#### **What relationships will this role need to develop and nurture**

- **Chief Executive Officer**
- **Chief Operating Officer**
- **Senior Project Manager**

#### **Qualifications**

- Working knowledge of Microsoft Office
- Experience with CRM systems
- Familiarity with solar monitoring software
- Bachelors Degree

#### **Experience**

**One year experience in solar customer service or troubleshooting.**

#### **Skills**

**Excellent written and verbal communication**

#### **Location**

*Berlin Office*

#### **Type of Employment**

*Full-Time*

#### **Disclaimer**

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**This job description is a summary of typical functions of the position, not an exhaustive or comprehensive list of all possible job responsibilities, tasks and duties. The responsibilities, tasks and duties of this position might differ from those outlined in the job description and that other duties, as assigned, might be part of the job to meet business or organization needs.**

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