



Role: Customer Support Specialist



Responsibilities:

1. Technical Support:

- Troubleshoot and resolve technical issues related to off-grid solar systems, including photovoltaic (PV) panels, inverters, and batteries
- Provide guidance on system operation, maintenance, and troubleshooting
- Assist customers with the installation and configuration of solar systems

2. Customer Service:

- Respond to customer inquiries via phone, email, or chat in a timely and professional manner
- Educate customers about solar products, system benefits, and usage
- Address customer concerns efficiently and deliver effective solutions to maintain a high level of customer satisfaction

3. Administrative Tasks:

- Prepare and present detailed quotes and invoices for customers
- Maintain accurate customer records and documentation
- Follow up with customers post-sale to ensure ongoing satisfaction and address any issues

4. Product Knowledge:

- Stay updated on the latest solar products, industry trends, and technical advancements
- Participate in training programs and workshops to expand expertise in products and strengthen technical skills

5. Collaboration:

- Collaborate with sales, technical, and design teams to deliver well-rounded support and ensure customer needs are effectively met
- Assist in developing and updating technical support documentation and resources

Qualifications:

- High School Diploma or Equivalent: This is often the minimum requirement.
- Associate or Bachelor's Degree: While not always mandatory, having a degree in a related field can be advantageous.
- Technical Training or Certifications: Additional training or certifications in solar energy systems can be very beneficial.

Skills:

1. Technical Skills

- **Knowledge of Solar Energy Systems:** Understanding of photovoltaic (PV) panels, inverters, batteries, and other components
- **Troubleshooting:** Ability to diagnose and resolve technical issues related to solar installations
- **Electrical Systems:** Basic knowledge of electrical systems and components

2. Customer Service Skills

- **Communication:** Strong verbal and written communication skills to explain technical concepts clearly to customers
- **Empathy and Patience:** Ability to handle customer inquiries and complaints with empathy and patience
- **Problem-Solving:** Efficiently address and resolve customer issues

3. Administrative Skills

- **Documentation:** Maintain precise and detailed records of customer interactions and technical challenges

4. Product Knowledge

- **Stay Updated:** Keep up with the latest solar products, industry trends, and technical advancements
- **Training:** Engage in training sessions and workshops to deepen product expertise and refine technical skills

5. Collaboration

- **Teamwork:** Work closely with sales, technical, and design teams to provide comprehensive support to customers