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Job Description – Customer Experience Manager

LightWave Solar's Customer Experience Manager provides residential and commercial solar project administration. The functions of this position include helping Operations team meet project milestones in a timely manner and providing Customers with excellent communication throughout their project journey.

RESPONSIBILITIES (INCLUDE, BUT MAY NOT BE LIMITED TO):

- Provide customers with project status updates
- Submit documents to utilities and follow up as necessary
- Send customers drawing packages upon completion by engineer
- Pull permits
- Schedule inspections
- Schedule commissionings with utilities
- Schedule utility outages for service changes
- Help maintain installation calendar
- Set up monitoring platform for systems after commissioning
- Order placards and other required labels for projects
- Provide project folders for installation technicians
- Provide close out documents for customers
- Update CRM on project status
- Review time sheets for technicians

BASIC QUALIFICATIONS

- Strong verbal and written communication skills
- Highly proficient at customer engagement
- Ability to multi-task and manage numerous projects simultaneously
- Well versed in Microsoft Office
- Must be able to learn, understand, and apply new technologies
- Experience working in construction industry preferred

APPLICATION REQUIREMENTS

- We request that all candidates e-mail their resumes to jobs@lightwavesolar.com or submit online at <https://lightwavesolar.com/about-us/#careers>. References will be checked for final candidates.
- No phone calls, please.