

Come work in the exciting industry of Solar! Benefits offered for full-time employees including 401(k) retirement plan with company match!

Are you looking for something different? LightWave Solar offers competitive pay and benefits. We are currently hiring a Full Time Customer Care Coordinator as the primary point of contact for clients throughout the solar installation and maintenance process.

MINIMUM REQUIREMENTS:

- High School Diploma
- 2+ years of experience in solar installation, maintenance, or a related technical field
- Proven experience in a customer service or coordinator role
- Strong understanding of solar PV systems, energy storage, and electrical components
- Excellent verbal and written communication skills, with the ability to explain technical concepts to non-technical customers
- Strong analytical and problem-solving skills, with the ability to handle and resolve customer issues effectively
- Highly organized with the ability to manage multiple tasks and prioritize customer needs
- Proficient in CRM systems, Microsoft Office Suite, and other customer service tools
- Ability to work collaboratively with cross-functional teams in a fast-paced environment

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- **Customer Support:** Serve as the first point of contact for customer inquiries regarding solar installations, maintenance, or troubleshooting
- **Technical Guidance:** Utilize solar installation and maintenance experience to provide accurate and timely information to customers about system performance, potential issues, and maintenance tips
- **Coordination:** Collaborate with installation teams, technicians, and project managers to ensure smooth communication between the company and customers.
- **Issue Resolution:** Address customer complaints and concerns, providing solutions or escalating issues to the appropriate technical teams.
- **Scheduling:** Coordinate installation or maintenance appointments, ensuring that customer timelines are met, and service delivery is seamless.
- **Follow-up:** Conduct post-installation or maintenance follow-ups to ensure customer satisfaction and address any lingering concerns.
- **Documentation:** Maintain accurate records of customer interactions, service requests, and resolutions within the customer relationship management (CRM) system.
- **Education:** Educate customers on their solar system's operation, performance, and recommended maintenance schedules.
- **Customer Feedback:** Collect and report customer feedback to relevant departments to improve service quality

Benefits:

- Competitive salary
- Health, dental, and vision insurance
- Paid time off and holidays
- Retirement savings plan with Company match
- Annual profit share

About Us:

Lightwave Solar, LLC (LWS) is a seasoned provider of turnkey solar installations and O&M services. Founded in 2006, LWS quickly established itself as the most trusted solar installer in the TVA area. In the 18 years since its founding, LWS has expanded its geographic footprint to 10+ states. Our business now incorporates battery storage, electric vehicle (EV) charging stations, solar carports and other innovative solar applications. To date, Lightwave Solar has completed over 1,700 solar installation projects for businesses, municipalities, and homeowners.

To Apply:

Interested candidates should submit their resume and cover letter to jobs@lightwavesolar.com or apply online at <https://lightwavesolar.com/about-us/#careers> .

LightWave Solar is an equal opportunity employer and does not unlawfully discriminate against employees or applicants for employment on the basis of an individual's race, color, religion, creed, sex, national origin, age, disability, marital status, veteran status, sexual orientation, gender identity, genetic information, or any other status protected by applicable law. This policy applies to all terms, conditions, and privileges of employment, including recruitment, hiring, placement, compensation, promotion, discipline, and termination.