

# Community Solar Customer Care Representative

## Neighborhood Sun

### YOU:

- Are freaked out about climate change.
- Are excited about working at a for-profit that makes positive change.
- Consider yourself an “action” person.
- Work independently.
- Thrive with the uncertainty and excitement of a start-up.

### WE:

- Are changing the world through our business.
- Are bringing solar to everyone, not just the select few.
- Aren't afraid to make mistakes and learn from them.
- Care more about your intelligence and values than your experience.
- Are a caring and supportive team.

We're [Neighborhood Sun](#), a certified [B-Corp](#), meaning we've met the most rigorous standards of social and environmental performance – we believe that business can be a force for good in the world, which is why we're committed to serving our customers, employees, communities, and the planet. Customer happiness is a top priority for us!

### About the Position

You will represent the company to all of our customers

- Answer customer questions through phone, live chat, and email communications
- Work to reduce customer loss through a stellar handling of their concerns
- Solve various billing-related puzzles for the customers
- Analyze data from various platforms and be able to explain how they connect to a customer
- Organize cases for efficient follow-ups
- Track the needs of the customers for future analysis

### The Details

Your success in this role will be critical to the success of the company. We need people who are capable of learning quickly, taking challenges head on, and don't need a lot of time to ramp up.

You'll excel in this role if you are:

- Personable – not only do your customers love you, but you're a great team player. You're bright, energetic, and positive, and you make personal connections with ease.
- Organized – You are great at using systems to keep track of and sharing information, always have ready answers at your fingertips, and are often the most organized person in the room.
- Passionate – You want to make our corner of the world better, and more fair for underserved and discriminated against communities while promoting clean, renewable energy.
- Persuasive- our customer calls sometimes necessitate talking a customer down from cancelling

### Qualifications

- Must have a bachelor's degree with at least 1-3 years of relevant experience
- Excellent verbal and written communication skills.
- Previous experience in a public-facing role in a business.
- Prior experience in green energy is an asset.
- Experience working for a start-up is an asset.
- Experience with CRM software such as Salesforce (preferred).
- Mid-level experience with MS Suite (Outlook, Excel, Power Point)

### Working at Neighborhood Sun

This is a full-time, permanent position working Monday to Friday, with weekend work. We offer health insurance with vision and dental, matching retirement contributions, parking and metro coverage, as well as 15 personal days/year.

We encourage all our employees to take ownership over their roles as well as the opportunity to fail forward. We're passionate about providing an inclusive atmosphere that let's everyone's voice be heard, and provides opportunities for professional and personal growth.

If you're passionate about the planet, about serving your community, and have the right qualifications, we'd love to hear from you.

### How to Apply

Please send a resume and cover letter to [hello@neighborhoodsun.solar](mailto:hello@neighborhoodsun.solar). In addition, we would like for you to fill out this pre-interview questionnaire [here](https://forms.gle/gKRE4guyqjCWHchj6).  
(<https://forms.gle/gKRE4guyqjCWHchj6>)

We value diversity and inclusion and encourage all qualified people to apply. If we can make this easier through accommodation in the recruitment process, please contact us with the "Help" button in the application.