

Job Title: Lithium Battery Technical Support Representative

Job Summary: The Home Energy Technical Support Representative plays a pivotal role in ensuring the proper installation and functionality of energy-efficient systems, with a focus on electrical installations for battery systems. This position requires the ability to interpret design schematics, troubleshoot field issues, and work confidently on rooftops. Serving as an energy advisor, you will assist customers in identifying opportunities for energy efficiency initiatives. Additionally, you will collaborate closely with Distributors, managing various aspects such as marketing, outreach, operations, and training. The role also involves overseeing project application submissions for compliance with program guidelines and procedures, maintaining CRM entries, providing customer support, and engaging in direct communications with clients and contractors.

Key Responsibilities:

- Verify proper array layout and racking system attachment.
- Focus on electrical installation for battery systems.
- Read and interpret design schematics.
- Troubleshoot field-related issues.
- Act as an energy advisor, guiding customers on energy efficiency initiatives.
- Collaborate with Distributors on marketing, outreach, operations, and training.
- Ensure compliance of project applications with program guidelines.
- Maintain and update CRM system entries.
- Assist in customer service, scheduling, and related matters.
- Engage in direct communications with customers and contractors.
- Attending meetings, events, and networking sessions with potential clients.
- Educate and raise awareness about the benefits of energy conservation solutions.
- Assist in additional projects and initiatives as required.

Required Knowledge, Skills, and Abilities:

- Minimum of one (1) year of experience with energy efficiency technologies and utility incentive programs.
- Three to five years of sales or outreach experience.
- Two to three years of experience in the energy efficiency industry.
- Proficiency in tracking systems and databases.
- Exceptional relationship-building and management skills.
- Strong problem-solving abilities.
- Excellent organizational, planning, and follow-up skills.
- Sound business ethics and the ability to handle confidential information.

- Ability to thrive in a fast-paced work environment.
- Effective verbal and written communication skills.
- Professional presentation and demeanor.

License / Certification / Experience:

- LRT (Preferred)
- NABCEP Certification (Preferred)

Compensation:

- Pay: Depending on Experience
- Employment Type: Full-time