

Job title	<i>Customer Support Officer</i>
Reports to	<i>Manager, Installations</i>

Introduction

Evergen is Australia's leading infra-tech energy business and the provider of the only CSIRO developed intelligent energy management system.

We deploy smart energy systems combining solar and battery technologies and software designed to reduce the cost of our customers' electricity consumption.

We are deploying Evergen integrated energy systems in both commercial and residential contexts throughout Australia. All systems are connected online and controlled through our unique gateway. We deliver ~80% savings to customers' power bills.

We have more than 5MWh of Evergen optimized battery storage deployed (~1,000 systems) and we are seeking highly skilled sales staff who are passionate about the environment and high-quality customer service to significantly increase our market share within Australia.

Job purpose

Ensuring all our customers experience an industry leading service, responding to and addressing existing customers' queries and providing systems support.

Duties and responsibilities

The primary duties and responsibilities are:

Customer Service

- Being the primary contact for existing customers and the responder to general incoming calls
- Pro-actively resolve issues that will impact customer's experience
- Providing level 1 and level 2 system support and trouble-shooting advice for customer enquiries
- Work with other teams to resolve customer enquiries
- Liaise with analytics team, installs team and vendors to resolve open issues
- Monitor status of existing commissioned systems
- Assist with onboarding of new customers, touch base with customers before and after installation, check system functionality, monitor apps
- Data extraction and analysis to resolve customer enquiries
- Updating customer electricity rates in our system and providing customers with an understanding of tariff structures
- Taking credit card payments over the phone

Administration

- Keep CRM up to date with customer data and interactions
- General office duties using Salesforce and Sharepoint
- Assist with the documentation of learnings and process improvement

Communications

- Be first point of contact for phone enquiries
- Manage the two company mailboxes and assign emails for action
- Co-ordinate the weekly status meeting for customer support, assign and distribute actions
- Communicate, both verbally and in writing, to customers and internal/external stakeholders
- Communicate, mainly written, with contractors and suppliers

Qualifications

Engineering qualifications (or near completion of) are required. 4th Year Engineering students with a preparedness to balance the finalization of their studies with fulltime work will be preferred.

Qualifications, Skills and Experience include:

- Confidence with face to face and telephone communications, including effective listening and negotiation skills
- Experience in a customer orientated environment
- Excellent written and oral communication skills
- Ability to quickly develop an understanding of technical products and services
- Superior time management skills
- Strong team skills and experience in working collaboratively
- Solid, independent experience in using Microsoft and other online tools, including CRM systems

Working conditions

The customer support officer role will be based in Newcastle.

Remuneration and Conditions:

A suitable annual salary will be negotiated with the preferred candidate.

This is a permanent role.

How to Apply for the Position: Record your interest in the role at:
<https://apply.myinterview.com/evergen/customer-support-officer>

and Email your resume and application to jobs@evergen.com.au

Approved by:	
Date approved:	<i>April 2019</i>
Reviewed:	<i>April 2019</i>

Website: www.evergen.com.au