



## **Job Description - Technical Customer Service Representative**

Maine-based Pika Energy, Inc. seeks a Technical Customer Service Representative to support our renewable energy installers and customers nationwide. The successful candidate will be friendly and patient, with a passion for working with customers over the phone and resolving their technical issues. This position also includes internal IT support for Pika's employees. This position reports to Pika's Director of Sales Operations.

### **About Pika Energy**

Pika Energy is accelerating the world's transition to clean energy. We build power electronics products that make it simple and efficient to store solar power. We offer a seamless end-to-end platform, the Energy Island, which connects solar, storage, loads, and the grid. We have partnered with some of the top names in batteries to bring to market these powerful, easy-to-install products. Our smart batteries, islanding inverters, and solar optimizers allow home and business owners to capture, store, and utilize more solar energy. Pika Energy products are sold and installed throughout North America and Puerto Rico by a network of solar installation firms and equipment distributors.

### **Qualifications:**

- A four year degree OR two year degree and relevant technical and customer service experience
- Proven ability to troubleshoot technical problems
- Experience and enthusiasm for working with customers

### **Duties and Essential Job Functions:**

- Expertly field incoming calls and emails from installers and end users
- Respond to inquiries, concerns, and requests about Pika Energy products and services
- Research and document solutions working with the Pika team
- Follow and improve standard processes and procedures
- Identify and escalate priority issues as required
- Accurately process and record call transactions using a computer and designated tracking software including our Salesforce CRM
- Use Pika's solar site remote monitoring software to troubleshoot or even anticipate equipment issues
- Offer alternative solutions where appropriate with the objective of retaining customers' and installers' business
- Organize ideas and communicate oral and written messages as appropriate
- Organize and schedule follow-up calls and communications as needed.
- Stay current at all times with Pika's growing product line and associated information
- Provide customer support across Levels 1 and 2 with escalation to Level 3:
  - Level 1 - decision trees and scripts including Pika system registration
  - Level 2 - troubleshoot technical issues (e.g. known warranty issues)



- Successfully resolve warranty claims:
  - Determine customer eligibility for warranty coverage
  - Create proposals for warranty on known issue
  - Prepare return label
  - Build the brand through successful customer resolution
- Monitor Level 1 errors
- Deploy field updates
- Create and update content:
  - FAQs, website updates, videos
  - integrating accessories
  - Scripts and decision trees
- IT support for our growing team of employees including working with external contractors

**Required Skills/Experience:**

- Superior phone etiquette and clear, accurate speech and writing
- Proficiency in writing and grammar via email
- Knowledge of customer service principles and practices
- Experience or aptitude to teach and explain how a complex technical products work
- Excellent listening skills combined with an ability to ask clarifying questions
- Multi-tasking capabilities
- Ability to potentially work flexible hours
- Effective communication to a wide range of technical backgrounds
- Comfort explaining and converting units of measure
- Ability to use basic electrical test equipment (ie multimeter)
- Experience and aptitude for using various computer software tools (spreadsheets, scheduling tools and data processing)
- Basic knowledge and understanding of business IT needs and equipment (computers, phones, printers) including workstation setup, recommended upgrades and maintenance, and troubleshooting of occasional software or hardware problems

**Great-to-have:**

- Knowledge and understanding of solar PV, battery products or other technical systems
- Experience with Salesforce.com or other CRM systems
- Direct experience with technical support development

**Personal characteristics:**

- Proven self-starter: takes initiative and adapts to changes, recognizes and capitalizes on opportunities
- Positive attitude, high-energy individual: identifies obstacles and tackles them to meet goals
- Passionate advocate for clean energy and innovative technology



- Comfortable adapting to the dynamic needs and priorities of a fast-growing company

**Working Conditions / Physical Requirements:**

- Based out of Pika headquarters in Westbrook, ME
- Possible travel up to 10%
- Must be able to sit or stand for the duration of a work day (8 hours)
- Position requires occasional lifting and handling of equipment, not to exceed 50 pounds
- Position requires use of headset/microphone

**Compensation:**

This position is full-time and will be compensated competitively through salary, benefit package (including healthcare/401K/Life/Disability), and equity participation. Pika offers flexible hours and flexible paid time off. Please apply by sending a detailed cover letter and resume to [careers@pika-energy.com](mailto:careers@pika-energy.com).