

Customer Service and Support

Job Type: Full Time

Location: Remote

Start: Immediately

Compensation: Salary

***Successful candidate must be able to travel to Canada for onboarding and training.**

About the business and role

Headquartered in Calgary, Canada, Eguana Technologies designs and manufactures high performance residential and commercial solar energy storage systems for markets around the world. We have recently partnered with Omega EMS to bring the Duracell Power Center brand to the US market. Our products bridge the gap between electricity supply and demand by delivering flexible and reliable distributed energy storage to enable the highest penetration of renewable energy sources into the grid.

Eguana continues to expand our sales presence in North America and is currently seeking a Customer Service and Support located in Northern California, responsible for onboarding and supporting distributors and installers across North American and Caribbean markets. The successful candidate will report to the Director, Customer Support and work closely with the sales and engineering teams representing the Eguana and Duracell brand.

About Power Center+ (www.duracellpowercenter.com)

Power Center+ Home Energy Storage Systems leverage over 100 years of Battery and Power Management experience to manufacture innovative products locally in San Jose, CA. Power Center+ is an authorized licensee of Duracell. Duracell is a registered trademark of Duracell U.S. Operations,

Responsibilities

- Roll out Eguana's / Duracell installation and sales training program across USA and Caribbean
- focus primarily on California market support and training
- pre-installation and installation support (commissioning training support) both remote and in person onsite
- post-installation support to assist Calgary / California teams
- Respond to customer inquiries and issues in a timely manner
- Support new product rollouts with training and promotion
- Answer incoming calls and emails to the service line and resolve all types of customer issues
- Initiate the support cycle while assisting in the constant growth and development of processes
- Proactive approach to support (global network monitoring awareness, new system monitoring /

performance assessment)

- Provide assistance to installers in the field, providing training to internal personnel
- Troubleshoot issues related to installations
- Assist with the activation of new sites as needed
- Coordinate tracking of field issues with Engineering
- Assist with sales inquiries regarding product specifications, certifications, system design and areas as required
- Provide a world-class training experience to the company's growing network of Solar Dealer Partners across North America and Caribbean including: webinars, group presentations, in-class training and in-field training

Skills and experience

- 2+ years field experience in troubleshooting control and communication systems (solar storage or otherwise)
- 2+ years experience in a support or training role
- Comfortable delivering training presentations, workshops, webinars
- Willing and able to travel across USA, Canada and Caribbean
- Familiarity with sizing and configuration of solar and solar storage systems
- Solar or Solar storage installation experience is a valuable asset
- Understanding of residential and commercial power systems
- Electrical safety, OSHA, NEC familiarity required, and certification helpful
- Excellent troubleshooting skills
- Candidates must possess excellent English communication skills, verbal and written.
- Excellent organization and project management skills, including the ability to multitask in a fast-paced product development environment
- Ability and desire to work well with a diverse group of people
- Diploma in electrical or electronics engineering preferred