



# Administrative Assistant / Customer Support - Home & Commercial Solar Battery System

**Calgary, AB, Canada**

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 Duracell Power Center Customer Support / Administrative Assistant located in Calgary Alberta, responsible for managing inbound customer communication to the technical / training team. The successful candidate will report to the Director, Customer Service and work closely with Field Technicians and the Sales and Engineering teams representing the Eguana and Duracell brands.

Job Type: Full Time

Start: Immediately

[www.EguanaTech.com](http://www.EguanaTech.com)

## **Job tasks and responsibilities**

- Answer all incoming calls on the Duracell Technical Support line and return all messages and inquiries.
- Daily communication with field technicians to schedule troubleshooting and customer inquiries.
- Daily calendar review of field technicians to determine availability
- Monitoring group phone lines to determine availability
- Create support cases in Salesforce and assign customers case reference numbers.
- Creation of work orders for scheduling site visits and warranty items.
- Transfer support calls to available agents after initial case setup
- Schedule training seminars for new customers through shared calendar resources
- Schedule commissioning calls for completed installations
- Schedule site visits for escalated cases.
- Arrange RMA shipments / returns of requested replacement items

- Monitor Salesforce Technical Support account to ensure prompt follow up on cases.
- Send out and monitor customer satisfaction surveys.
- Administrative tasks to assist with document creation and branding.

### **Skills and experience**

- 2+ Years Experience with Customer Service / Customer Support
- Call center experience an asset
- Reporting Skills
- Administrative writing skills
- 2+ years experience in an administrative role.
- Salesforce or similar CRM experience an asset
- Microsoft Office skills
- Excellent organization and project management skills, including the ability to multitask in a fast-paced product development environment
- Candidate must possess excellent English communication skills, verbal and written.
- Ability and desire to work well with a diverse group of people
- Exhibits polite and professional communication via phone, e-mail, and mail.
- Excellent troubleshooting skills

### **Other**

- Full Time: Yes
- Work Location: Calgary Alberta
- Compensation: Salary
- Career Advancement Path: Yes, highly attractive

Expected start date: 02Jan23

Job Types: Full-time, Contract

Pay: \$55,000 - \$65,000.00 per year