



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

Calgary, AB, Canada

Eguana Technologies is growing! An industry leader in the renewable energy sector with key company locations in the United States, Europe, and Australia, Eguana designs and manufactures high-performance residential and small commercial energy storage systems, a critical piece of the worldwide power grid transformation. Our product solutions are based on proprietary and patented technology developed over the last twenty plus years. We pride ourselves on maintaining and growing a positive work culture with balance while providing opportunities to grow.

We are seeking an ambitious and focused Senior Operational Accountant to join our dynamic and growing team. You must be well versed in accounting principles, comfortable with strategic planning initiatives, numbers and data, with specific attention to detail. You will be a key team member reporting directly to the Controller.

Job Type: Full Time

Start: Immediately

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