



## Solar Service Specialist

SunBug Solar is a leading solar energy provider, headquartered in Arlington, MA, with over a decade of experience delivering high-quality craftsmanship and outstanding customer service to businesses, residents, and non-profits throughout the Northeast. As a Certified B Corporation, we are driven by a commitment to building a healthier energy system, creating a great place to work for our employees, and giving back to the communities we serve.

### Position Overview

SunBug is currently seeking to hire a solar service specialist to assist with the delivery of both corrective and preventive maintenance services to SunBug's fleet of over 2,000 residential and commercial solar photovoltaic (PV) customer installations.

### Primary Responsibilities:

- Monitor outage and performance degradation alerts generated by customer solar PV arrays, and determine appropriate corrective actions when necessary
- Manage the monitoring "watchlists" for customers who subscribe to premium monitoring support
- Perform initial remote troubleshooting with customers on the phone to attempt to identify root causes and gauge scope of work prior to dispatching field staff
- Assist SunBug's service manager with the ticketing, staffing, scheduling, and dispatching of SunBug field service personnel to investigate and resolve solar PV issues
- Set up monitoring dashboards and site maps for newly constructed solar PV customer installations
- Update monitoring site maps due to corrective maintenance equipment replacements
- Compute and manage production guarantee customer commitments
- Leverage SunBug's customer service ticketing system to maintain detailed documentation of service work performed, findings, and results on a per-incident basis
- Oversee RMA (return material authorization) handling, including detailed recordkeeping, inbound/outbound tracking of RMA equipment, and filing/invoicing for vendor reimbursements

### Qualifications:

- Prior customer service experience strongly desired
- Prior solar PV and/or electrical experience desirable but not required

- Basic familiarity and experience with data communications equipment and protocols desirable but not required
- Exceptional written and verbal communication skills
- Solid computer skills, and familiarity with word processing, spreadsheet, database, and remote archiving applications

**The successful candidate will be:**

- Highly collaborative, a true team player
- Customer-centric attitude and exemplary problem-solving behavior
- Organized, detail-oriented, and analytical
- Disciplined contributor who brings out the best in co-workers
- Responsive to both customers and colleagues

Job Type: Full-time based in Arlington, MA

**Benefits:**

- An exceptional working environment
- Health, vision, dental insurance
- 401(k) program with company matching
- Paid time off
- Professional development assistance