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