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| Job Title: | Energy Management Customer Service Representative | Job Category: | Non-Exempt |
| Department/Group: | Operations | Job Code | EMS II |
| Location: | REMOTE | Travel Required: | 5% or less |
| Reports To: | EMS Supervisor | Position Type: | Full time, hourly |
| Level/Salary Range: | Very competitive | Date Posted: |  |
| HR Contact: | Dixie Milberg | Start Date | ASAP |
| External posting URL: | [http://www.phoenixet.com/Company/careers-phoenix-energy-technologies](http://www.phoenixet.com/company/careers-phoenix-energy-technologies) | | |
| Applications Accepted By: | | | |
| E-mail: [careers@phoenixet.com](mailto:careers@phoenixet.com)  Subject Line: Careers at PhoenixET Attention: Dixie Milberg/EMS II Posting | | | |
| Job Description | | | |
| We currently have openings for enthusiastic people with a good phone presence and practical computer skills. Since we are open 24/7/365 this position may require weekends, some holidays and variable shifts. We are interested in people who can help us:   * Ensure PhoenixET builds, fosters and maintains positive Customer relationships throughout the service call process * Support the customer and field technicians * Process information in response to inquiries, concerns and requests for technical help using company supported computer applications and platforms   ABOUT OUR COMPANY AND THE POSITION  Founded in 2004, Phoenix Energy Technologies is a leading provider of Enterprise Energy Management Software and Services. PhoenixET works with commercial, retail, grocery, pharmacy, healthcare and higher education Customers to diagnose opportunities and implement strategies which reduce energy consumption and costs. Through real time measurement and verification of energy use, related costs and contextual data (such as weather, occupancy, and schedules) PhoenixET helps its Customers obtain a "full view" of energy consumption and costs in order to drive efficiencies, reduce energy spend, and deliver maximum ROI.  Bring your technical expertise and excellent Customer service skills to our dynamic, collaborative EMS team. PhoenixET is growing (and growing fast) through our groundbreaking energy management software and best-in-class EMS services arm.  We are currently seeking A-players who are ready to jump into a fun, fast and furious paced environment. We are pretty keen on the environment, so if you have a passion for all things green like we do, even better. As we expand our team of experienced, motivated HVAC/Energy Management Systems Technicians, we seek the right individuals to deliver superior Customer service to our growing list of Fortune 1000 Customers. There is lots of opportunity to learn and grow at PhoenixET. We support the upward mobility and education of our employees and promote from within.  ***Shifts may vary and may include Monday through Friday, overnight, or weekends***  ROLE AND RESPONSIBILITIES   * + Ensure PhoenixET builds/ fosters/maintains positive Customer relationships throughout service call process   + Support the Customer and field technicians   + Process information in response to inquiries/concerns/requests for technical help using Company supported applications and platforms   + Troubleshoot service requests and advise on appropriate action   + Answer incoming service requests professionally   + Enter service request information into database from phone calls or emails   + Research questions using database and team members input | | | |

* Process and resolve Customer complaints
* Review service call requests from clients, review systems online, and adjust or repair to avoid dispatching field techs
* Identify problems, troubleshoot and make decisions to bring issues to conclusion
* Interact with contractors at remote locations working on mechanical equipment
* Complete EMS service calls and redirect to higher level techs as needed
* Prepare reports based on clients specifications
* Perform schedule changes in Energy Management software
* Review Energy Management alarms, resolve or redirect to appropriate resource
* WE WILL TRAIN YOU

QUALIFICATIONS AND EDUCATION REQUIREMENTS

* HVAC, Refrigeration and Energy Management Monitoring Experience a plus but not a requirement
* Strong computer skills and Microsoft Office proficiency
* Customer service experience
* Strong keyboard skills
* Strong communication and organizational skills
* Excellent verbal and written communications skills
* Ability to prioritize and complete a variety of simultaneous tasks
* Technical and problem solving skills
* Attention to detail
* Ability to work under pressure
* Work well on cross-functional teams
* Highly motivated with personal initiative
* Bi-Lingual (Spanish) Language skills a plus – not a requirement

PHOENIXET CULTURE AND BENEFITS

* Our Culture is one of the most important components of our Company.
* We believe in teamwork, family, integrity, character and support personal and professional growth and development
* We believe in mentoring our Employees and encourage opportunities which support promotion from within
* We offer competitive benefits including medical, dental, vision and life insurance, 401K, as well as a flexible PTO and Holiday plan
* We provide educational and personal development opportunities
* Need not live in California, but must live in the U.S. – this is a remote, work from home position
* ***WE HIRE, SUPPORT AND GROW GREAT PEOPLE!***

Experience:

* Customer service or call-center experience a plus

***MUST BE ABLE TO WORK IN THE UNITED STATES FOR ANY EMPLOYER WITHOUT SPONSORSHIP***