

CAREERS – POWERED BY SOLARCRAFT

Customer Service Admin / Receptionist

SolarCraft – Novato, CA



SolarCraft provides solar and clean energy solutions for homes and businesses that deliver the highest financial and environmental benefits possible – delivering clean, renewable energy far cheaper than the utilities can or will. We reduce the cost of living and the cost of doing business locally, improve environmental health locally, create great jobs locally, and demonstrate leadership and responsible living in our community and beyond.

Everyone counts at SolarCraft, and all employees are given equal chance to be partners in our business, earn competitive wages with performance-based incentives, PTO, Holidays, and Benefits, and provided opportunities to advance within SolarCraft and to work in the rapidly evolving clean energy industry.

SolarCraft is seeking Customer Service Admin / Receptionist to join our team. The position will be based in our Novato, CA Headquarters and work 30-40 hrs/week depending on ideal applicant's preference. The position must cover general business hours: M-F between 10-4PM. The Customer Services Admin / receptions often makes the first impression for SolarCraft with our clients and partners, so this position is critical for us – and the right individual will be great with people and have excellent communication skills, be enthusiastic about solar and clean energy, and be able to work across multiple departments and be flexible in mindset – taking on a wide range of different assignments. This is a perfect role for someone looking to be involved in the exciting solar and clean energy industry and learn how various roles and departments work.

Primary Responsibilities

- Customer Service via Phone reception - Responsible for friendly and professional handling and routing of phone calls.
- Serve as the initial point of contact for incoming visitors, partners, and employee engagements.
- Be presentable at all times, representing the company in person when visitors, clients and partners and employees are in our offices.
- Exceptional communication and customer service skills, in person and via email and phone
- Knowledge of MS Word, MS Excel, MS Outlook, and It programs
- Basic knowledge of general office equipment

Secondary Responsibilities

- Depending on applicants interests and abilities, it is generally expected that this role will be involved in a secondary capacity in one of our core Departments: Sales, Operations, Service, or Accounting/Finance. This could entail include managing incoming sales leads by phone or email and making initial contact, performing initial qualifications and scheduling site visits (sales calls) for clients – or assisting with marketing activities or events – or serving as Operations Administrator, helping to manage subcontracts, project coordination, invoicing and billing – or assisting with Accounts receivable/Accounts Payable functions.
- Assist in the Processing of Solar projects through SolarCraft internal systems: Update customer information in software systems and accounting programs as required. Making sure that customer information is correct across several software programs and systems. Clarify any

secondary addresses or phone numbers in both notation sections.

Competitive Compensation and Benefits:

- Competitive pay including base salary, paid holidays, PTO and benefits.
- Health insurance with company subsidy.
- ESOP participation and 401(k).
- On-the-job training and education in solar energy.
- Opportunities for advancement within a rapidly growing business and industry

SolarCraft is 100% Employee-Owned and one of the largest green-tech employers based in the SF North Bay. Our team of dedicated employee-partners is proud to have installed more solar energy systems than any other company in the North Bay (6,700+), including many for our community's most recognizable organizations. We are a certified Green Business, consistently ranked as one of the best places to work in the North Bay and recognized as one of California's most enduring renewable energy companies. We try to combine the best of working at a small, local company with being part of a well-established industry leader.

SolarCraft is an equal employment opportunity employer and will consider all qualified candidates without regard to race, religion, color, age, sex, sexual orientation, marital status, nationality, veteran status or disability. If an offer of employment is made, proof of authorization to work in the US and/or U.S. citizenship must be provided