



**Job Title:** Customer Service Administrator

**Department:** Xoom Solar, Operations

Location: Huntersville, NC

*Leave the shirt & tie routine at home and come work for a progressive Solar services company offering natural gas and electricity services across the country. The Solar industry is booming and XOOM is growing right along with it. The fact is, when you join XOOM Solar, the opportunities for professional and personal development have very few boundaries. We are looking for individuals that are ready for a challenge, willing to jump in and be a team player and able to make a difference.*

**JOB SUMMARY:**

The Customer Service Administrator works closely with Xoom Solar Sales team to ensure accurate administration to support business activities, proactively implementing and maintaining processes for continual business improvement within the department. The key purpose of the role is to interact with customers, to proactively and effectively process and progress customer orders of all types, including providing information regarding company products or services and handling and resolving issues arising.

**ESSENTIAL FUNCTIONS:**

Handle telephone calls and other customer inquiries

Resolves product or service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution to the customer's satisfaction

Ensure general administration is managed on a daily basis, such that the office runs smoothly and that paperwork is kept accurately filed/stored in a tidy office environment and undertake all the appropriate archiving work.

Document and track instructions for customers, including deadlines, troubleshooting, tips, and estimated performance

Communicate frequently with sales team

Exceed Customer Satisfaction Goals

**KNOWLEDGE, SKILL SET & QUALIFICATIONS**

Associates or Bachelor's degree preferred, but not required.

2 Yrs. experience in administrative role

Proficient knowledge of intermediate level of Microsoft Office Suite

Ability to read, analyze, and interpret policies and contracts or agreements, and recommend changes to procedures.

Ability to respond to inquiries or complaints from customers, regulatory agencies, or members of the business community.

Experience of working in a sales environment (preferred)

Excellent communication skills.

Accomplished multi-tasker.

Ability to work on own initiative, with minimal supervision or work as part of a team.

Ability to work under pressure

Team player