

Summer Energy Ambassador (3-4 Month Contract/Remote in North America)

We are looking for empathetic, curious humans with a passion for communication to join our growing Customer Experience team and provide world-class experience for our customers this summer.

Role summary

In the role of Summer Energy Ambassador, you will work with the Director of Customer Experience, CX Operations Manager, and our Energy Ambassadors to deliver delightful experiences to our customers. This is a privileged position that works directly with our customers on a daily basis, where you will hustle on our high-performance team to become the best you can be. This role is critical in delivering one of our five core values, being 'Champions of the Customer,' and in supporting our vision to improve the lives of people and the health of the planet by reimagining the way we use energy.

About us

We were created to improve the lives of people and the health of the planet by reimagining the way we use energy. We are tackling such a grand challenge by solving massive inefficiencies in energy markets, changing how people use and view energy, and connecting smart homes with the smart grid. At OhmConnect, we build products that connect deeply with the consumers and invite them to take action to positively impact the planet, people, and pocketbooks.

Key responsibilities include

- **You champion our customers.** It's your responsibility to make sure their voices are heard, their questions are answered, and problems are resolved with humanity, grace, brilliance, and fun.
- You support our customers through the communication channels we use today (ex: email, chat) and potential future ones (ex: voice, social) with the best aspects of your personality.
- You embrace the **work ethic to shine** for our customers, and thrive in high energy, high empathy, high output roles.
- You support our customers through the channels we use today (ex: email, chat) and potential future ones (ex: voice, social) with the best aspects of your personality.

- You strive to make all customers happy. You love rolling up your sleeves to investigate issues, finding creative solutions where there aren't seamless ones, and taking the initiative to put a smile on someone's face.
- You're part of a **busy, fabulous, high-energy team** who conducts their work remotely. We have set hours to support our customers (Monday to Friday), and you will adopt a regular schedule to ensure that our customers are well looked after during that time.

Who you are

- You're looking for a fabulous summer gig where you can showcase your amazing communication skills and be part of an **impact driven startup** in a customer facing, high performance role.
- You're **hungry to hustle**. We're launching new products this summer and are gearing up for rapid growth. Everyone on our CX team will be challenged to unlock their inner "fire" and support a growing number of customers each week.
- **You love communications!** Whether it's writing delightful emails or chatting on the phone, you share the best aspects of your personality and demonstrate the highest levels of humanity, grace, brilliance, and fun.
- You harness your "go-getter" attitude and perform to the best of your ability.
- To you, the glass is always full. Always.
- You have a high level of **empathy and understanding** - you reflect on situations and try to understand why people do what they do.
- You love learning and are known for your curious mindset.
- You crave that feeling at the end of the day when you did amazing work. And you want to reflect on summer 2020 as a time when you performed at the **top of your game**.
- P.S. If this doesn't sound like you, then we're not a good fit. If it does, that's exciting. See below for next steps on how to join our fabulous Customer Experience team!

What you'll learn

- **We're obsessed with performance, learning and growth.** Over the course of the summer, you'll have the opportunity to hustle for our customers, and build a mindset, skills, and network that will power you to the next level of your career.
- Specifically, you'll learn...
- How to write and speak clearly, persuasively and with a voice that resonates.



- How to navigate critical conversations with customers and establish the building blocks for successful relationship management with stakeholders.
- How to manage stress and “be you” in fast-paced environments.
- How to improve the lives of people and the health of the planet by reimagining the way we use energy.

What we offer

- A full-time contract for 3-4 months working on our Customer Experience team.
- A fabulous remote work environment within the North America.
- Salary commensurate with experience.
- Equal Opportunity Employer who is committed to supporting equality and diversity.

To apply

Instead of a traditional cover letter (because don't we all love making those), **write us a letter** describing the best customer service experience you've ever had. Bonus if you were the one to create that experience.

Please also include a 1-page resume showcasing **what makes you fabulous!** Keep in mind that we're more focused on what you can do in this role and what you will bring to the team compared to what you have done in the past.

So, if this sounds like a perfect fit, **take the leap and reach out** because we'd love to hear from you. Who knows, we may just be working together someday soon!

P.S.: You can send your letter et al to recruiting@ohmconnect.com