



Home Energy Consultant (Full-Time/Remote, U.S.)

Do you want to be part of accelerating the green economy?

OhmConnect is building a smart energy network to enable each home to unlock value from the grid. OhmConnect rewards customers for reducing energy consumption during peak demand. The gamified platform is a fun, innovative way to make people more conscious of their carbon footprint and its effects on the environment. OhmConnect enables hundreds of thousands of customers to be rewarded for timely, smarter, home energy use. We reward our users for saving energy when the grid is stressed, and fossil-fuel emitting "peaker" plants are about to turn on to meet demand.

We are looking for hard-working humans with a knack for closing deals and a passion for communications to join our growing Customer Experience team and increase the lifetime value of our customers.

Role summary

In the role of Home Energy Consultant, you will work with the CX Operations Manager and our team of Energy Ambassadors to increase the lifetime value of our customers. This role includes daily outbound sales, white glove support, and service recovery and requires becoming an expert on smart home devices in order to best help our customers save more energy and, of course, earn more rewards. This role is critical to delivering on one of our five core values, 'Champions of the Customer,' and supporting our vision of improving the lives of people and the health of the planet by reimagining the way we use energy.

What you will do

- You champion energy savings. Through a unique combination of outbound sales, white glove support, service recovery, and an expert knowledge of smart home devices, you advise customers to help them save more energy.
- You upsell smart home devices, promotions, memberships, and campaigns to our customer base. This will be done primarily by phone and SMS and supported by email communications and other channels as needed.
- You build great relationships with warm leads and cold ones, use top-notch procedures to close deals, and align the goals of our customers with the goals of our business to improve lifetime value. Because when our customers win, we win.
- You draft and refine copy for phone scripts, as well as compose delightful written communications and follow up messages.
- You provide white glove support to our customers on a wide range of topics, including optimizing their home energy use, and delight them with the best aspects of your personality.



- You roll up your sleeves to investigate and resolve issues, whether that's walking a customer through the challenges of connecting their utility account, increasing the amount of smart home devices they connect to our platform, or educating them on the nuances of energy vampires.
- You lead outbound service recovery conversations as part of our Customer Sentiment Strategy.
- You follow through on unresolved issues, share feedback with our team, and find ways to turn unhappy customers into loyal fans.
- You're empowered to prioritize your daily work to achieve your goals and work directly with our CX Operations Manager to improve this new role.
- You participate in regular standups, where we discuss updates, strategies, blockers, and set the tone for the week.
- Above all, you have an appetite for showcase your talents and embrace the work ethic to improve the lives of our customers.

Who you are

- You live and breathe sales! Hustling and closing deals gets you out of bed in the morning.
- You're a dedicated writer and a fabulous communicator. You speak clearly, persuasively, and with a voice that resonates.
- You love being on the phones and find inspiration chatting with new people every day.
- You embrace smart devices and new technologies and are comfortable walking your grandma through the details of how to set them up (remotely, of course).
- You're a fast learner. You digest new content and workflows with ease and thrive with a game plan that shifts based on the needs of our customers and business.
- You have real-world sales and communications experience. Maybe you're an English Major that sold encyclopedias in college, or a vlogger that serves at the local restaurant or even a journalist that works in an electronics store on commission. Bottom line: you love people, you love communications, and you love helping people make the best of their experience.
- You're starting or transitioning your career and want to join an impact driven startup in a customer facing, high output role.
- 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 learning and growth. You'll develop an approach, skills and network that will power you to the next level of your career.

Specifically, you'll learn...

- How to upsell to a large customer base in a mission-driven, high growth startup.
- How to navigate critical conversations (written and verbal) with customers to close deals, repair relationships, and build loyalty.



- How to set up, troubleshoot, and maximize efficiencies of smart home devices.
- How to be a revenue-generating member of a high-performance team.
- 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

- 100% remote work. We are a “work-from-anywhere” business with regular retreats with the team (travel and accommodations covered)
- A benefits package that includes the full range of wellness benefits, a home office set-up stipend, stock options, and more.
- Paid parental leave.
- A Company commitment to fostering work-life balance and living our values.

How to apply

Instead of a traditional cover letter, write us a letter describing the best sale you've made. Maybe it was upselling a fine bottle of wine or walking a customer through the details of a warranty to seal the deal, or even a cold call that turned an unlikely candidate into a loyal fan.

If this sounds like the perfect fit, we'd love to hear from you. Please also include a 1-page resume with your application.

Who knows, we may be working together someday soon!

Please send your letter et al to recruiting@ohmconnect.com

We are an equal opportunity employer and value diversity at our company. We do not discriminate on the basis of race, religion, color, national origin, sex, gender, gender expression, sexual orientation, age, marital status, veteran status, or disability status. We will ensure that individuals with disabilities are provided reasonable accommodation to participate in the job application or interview process, to perform essential job functions, and to receive other benefits and privileges of employment. Please contact us to request accommodation.