

Energy Ambassador – Technical Customer Champion (Work-from-Home, California)

OhmConnect was 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 substantial 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 consumers and invite them to take action to positively impact the planet, their communities, and their own finances.

Role summary

We are looking for hard-working humans who love hands on problem solving and are passionate about smart home devices to join our growing Customer Experience team and provide world-class experiences for our customers.

In the role of Energy Ambassador, you will work with the Director of Customer Experience and our Customer Experience Team to deliver remarkable experiences to our customers. This is a privileged position that works with our customers on a daily basis, where you will support our

What you will do

- 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 help customers remotely solve the technical aspects of setting up, installing, and troubleshooting a variety of smart home devices.
- You communicate using the written channels we use today (ex: email) and embrace future ones (ex: outbound phone support) with the best aspects of your personality.
- You love rolling up your sleeves to investigate technical issues, finding creative solutions, and taking the initiative to put a smile on someone's face.
- You organize your daily work to achieve your goals. You also participate in stand-ups, where we discuss updates, strategies, blockers, and set the tone for the week.
- You participate in reflections on what worked, what didn't, and how you can do better. Yes, we're obsessed with learning and growth.
- You're part of a high-performance 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 have amazing diagnostic skills and a knack for problem solving.
- 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 dedicated writer and a fabulous communicator.
- You are empathetic and love helping people - you reflect on situations and try to understand why people do what they do.
- To you, the glass is always full.
- You're starting or transitioning your career and would love to join an impact driven startup in a customer facing 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 will learn

We're obsessed with learning and growth. You'll develop a mindset, skills and network that will power you to the next level of your career. Specifically, you'll learn...

- How to communicate clearly, persuasively and with a voice that resonates.
- How to set up, troubleshoot, and maximize efficiencies of smart home devices.
- How to support a large customer base in an impact-driven, high growth startup.
- How to be a valuable 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 you will get

- A competitive salary based on experience.
- Fully remote work environment with home office set-up allowance.
- Real and lived work-life balance - Company perks include unlimited vacation (which our C-level team actively encourages everyone to take!), parental leave, and a corporate value of putting families first.
- Competitive benefits package that includes full suite of wellness benefits.
- Opportunity to work with amazing people who are passionate about reversing climate change, thriving in a fully-remote work environment, and learning and growing every day.



How to apply

- Instead of a traditional cover letter (because don't we all love making those), write us a letter (to recruiting@ohmconnect.com) describing the best customer service experience you've ever had. Bonus if you were the one to create that experience.
- OhmConnect welcomes and celebrates talent from all backgrounds, perspectives, and walks of life to foster an innovative and diverse workforce. We strongly encourage you to apply even if you don't meet every qualification. Come as you are and learn about the exciting opportunities on our team.

EQUAL OPPORTUNITY EMPLOYER

Individuals seeking employment at OhmConnect are considered without regard to race, color, religious creed, sex, national origin, citizenship status, age, physical or mental disability, sexual orientation, marital, parental, veteran or military status, unfavorable military discharge, or any other status protected by applicable federal, state or local law.