



**Position:** Service Coordinator - O&M

**Reports to:** Solar Fleet QC Manager

**FLSA Status:** Non-Exempt / Hourly

**Status:** Full-Time

**Compensation:** \$25/hr + Varies by experience

**Benefits:** Medical, dental & more

Service Coordinators perform the critical role of interface between SunSpear customers and our internal service technicians and field electricians to ensure systems are performing their highest level. They are the primary point of contact with our customers and own the customer relationship post-construction.

Service Coordinators will review and plan corrective notifications/work orders for a variety of solar and solar plus storage facilities daily. They will also help plan, schedule, and track routine maintenances for each site, follow up on all open work orders in the CRM tool, and work directly with other resources, programs, and teams to schedule Preventive Maintenance (PM) work across each site. The Planner will incorporate any alarms or alerts from a Remote Operations Center or from internally managed monitoring systems into the daily schedules to attend to any necessary Corrective Maintenance (CM).

### **Responsibilities and Duties**

- Serve as the single point of contact for customers for completed projects under SunSpear warranty and for projects under a SunSpear performance contract.
- Serve as the primary customer advocate who takes responsibility to make sure our customer's project runs smoothly
- Manage and file warranty claims with equipment manufacturers.
- Create work orders for corrective and routine work which include estimated hours, job assignments, parts, tooling, safety plan, rigging requirements, etc. in the project tracking tool.
- Prepares and schedules work orders for contractors required to accomplish all maintenance activities.
- Maintain/Track up to date schedule of maintenance work orders and backlog status.
- Assist in measuring and improving maintenance KPI's such as schedule compliance, rework, Mean Time Between Failures, Time to Repair, etc.
- Communicates routinely with operations/maintenance teams to review work priorities and schedules.
- Interact with Purchasing/Warehouse to ensure all parts to perform service and documented repairs are reserved, ordered and in stock for the work being scheduled.

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- Coordinate and submit billing to customers as required, tracking hours and work completed by field technicians, in conjunction with the Accounting Dept.
- Drive project stakeholder action and execution to ensure project milestones are completed in a timely manner
- Coordinate schedules with field crew and Management team
- Manage conflict and customer dissatisfaction by taking ownership of issues and working proactively with stakeholders to resolve in a timely manner
- Support closed loop learning to develop, refine, and implement processes to improve efficiency and customer experience
- Build relationships with internal/external stakeholders/customers through respect, empathy, effective communication and being well organized
- Create & implement processes and procedures to improve cash flow, boost profit margins, and enhance the customer experience.
- Review, interpret and evaluate drawings pre and post installation Utilize construction software or other related software to manage budgets, schedules & project documentation.
- Work directly with Solar Fleet QC Manager, and the sales and accounting departments to develop billing documents.
- Manage project documentation including cataloging photos, construction documents, project notes, equipment specifications and other relevant project information.
- Assist in preparing O & M documentation including RFI, RFQ, performing analytics, and preparing and publishing reports.
- Troubleshoot project issues as they arise; evaluate alternatives and propose solutions.
- Communicate project status, risks, and opportunities to Management team.
- Creates a positive and engaging work environment by:
  - Aligning individual and team objectives to department and company objectives;
  - Managing and support employee development and growth;
  - Providing regular and direct feedback on performance and goal progress.
- Support Subcontractor relations including: scheduling, subcontract management, communications, job reporting and compliance.
- Curious, always seeking to learn more about the industry

### **Skills & Qualifications:**

- Bachelor's Degree
- 2 or more years of Project or Account Management experience in solar preferred.
- Highly Responsive and Organized
- Deliver tough news clearly and compassionately
- Adept with ambiguity (though you will be supported by an experienced and smart team)

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- Written and verbal communication is clear, concise, and articulate
- You take detailed and efficient notes, and double-check for errors
- You proactively identify process improvement opportunities with a bias for action
- You can balance the voice of the client while balancing the financial and operational impacts to the organization
- Proven customer service background
- Proven friendly telephone voice and demeanor
- Ability to remain organized in a fast-paced environment, while managing multiple projects
- Experience using a CRM and/or project management software

### **Preferred Qualifications:**

- Technical knowledge of solar system installations
- NABCEP certification is a plus

### **Why start an exciting career with SunSpear?**

- Be part of a fast-growing company, within a fast-growing industry that provides a valuable service of helping clients save money while simultaneously promoting sustainability.
- Company growth opens doors for career advancement, and we love to promote from within.
- A mentorship environment with a strong team of industry veterans to learn from and who will encourage you to be successful!
- Bonuses for sending us referrals!
- As a company, we have built a positive and family-style culture within the organization; we pride ourselves on a fun team atmosphere with result-based incentives.
- We are dog lovers and our offices and many of our events are dog-friendly.
- We are a passionate, mission driven team that believes in collaboration, mutual respect and trust.

### **Equal Employment Opportunity Policy**

We provide equal employment opportunities (EEO) to all applicants for employment without regard to race, color, religion, sex, national origin, age, disability or genetics. In addition to federal law requirements, we comply with applicable state and local laws governing nondiscrimination in employment.

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