

## CAREERS – POWERED BY SOLARCRAFT

*We are looking for partners, not employees.*

For more than 35 years, SolarCraft has been committed to providing solar and clean energy solutions that deliver the highest financial and environmental benefits possible to our North Bay community; providing renewable energy for homes and businesses that is far cheaper than fossil-fuel based utility power, reduces pollution directly into our environment, and improve energy resilience (back-up power, energy management, reduce grid infrastructure). We reduce the cost of living and the cost of doing business locally, improve environmental health locally, create great jobs locally, and demonstrate leadership and responsible living in our community and beyond.

*Everyone counts at SolarCraft. We are 100% Employee-Owned and all employees are given equal chance to be partners in our business, earn competitive wages with performance-based incentives, PTO, Holidays, and Benefits. There is great opportunity to advance within SolarCraft and to work in the rapidly evolving clean energy industry, where every day we are helping change the world we live in.*

**SolarCraft is seeking Operations / Customer Service Admin / Receptionist to join our Service team.** The position will be based in our Novato, CA headquarters and work 40 hrs/week. The position must cover general business hours: M-F between 9-5PM. The Operations / Customer Services Admin / Receptionist often makes the first impression for SolarCraft with our clients and partners, so this position is critical for us – and the right individual will be great with people and have excellent communication skills, be enthusiastic about solar and clean energy, and be able to work across multiple departments and be flexible in mindset – taking on a wide range of different assignments. This is a perfect role for someone looking to be involved in the exciting solar and clean energy industry and learn how various roles and departments work.

### Responsibilities and Duties

- Operations / Customer Service via Phone reception - Responsible for friendly and professional handling and routing of phone calls.
- Serve as the initial point of contact for incoming visitors, partners, and employee engagements.
- Be presentable at all times, representing the company in person when visitors, clients and partners and employees are in our offices.
- Exceptional communication and customer service skills, in person and via email and phone
- Knowledge of MS Word, MS Excel, MS Outlook, and It programs
- Basic knowledge of general office equipment

### Qualifications and Skills

This role will be involved in a secondary capacity in one of our core departments: Service for PV and Thermal. This could entail managing incoming service calls by phone or email and making initial contact, performing initial qualifications and scheduling appointments for clients. Additional receptionist role greeting clients as needed.

Update customer information in software systems and accounting programs as required. Making sure that customer information is correct across several software programs and systems. Clarify any secondary addresses or phone numbers in both notation sections.

### Benefits

- Competitive pay including base salary, paid holidays, PTO and benefits.
- Health insurance with company subsidy.
- ESOP participation and 401(k).
- On-the-job training and education in solar energy.

- Opportunities for advancement within a rapidly growing business and industry

SolarCraft is an equal employment opportunity employer and will consider all qualified candidates without regard to race, religion, color, age, sex, sexual orientation, marital status, nationality, veteran status or disability. If an offer of employment is made, proof of authorization to work in the US and/or U.S. citizenship must be provided.

Please forward cover letter and resume to [jobs@solarcraft.com](mailto:jobs@solarcraft.com)