

## CAREERS – POWERED BY SOLARCRAFT

### Thermal Dispatch Manager

SolarCraft – Novato, CA



*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 looking for a highly motivated, forward thinking person to manager our **Solar Thermal Service** department. This is a full time position with a high volume Spring and Winter seasonal cycle. This is an office position with an early morning start time in our Novato, CA office.

The right person will possess the following traits:

Strong customer service skills

Tech savvy/Computer literate

Ability to prioritize many tasks

#### **Primary Duty**

- The Thermal Dispatch Manager manages the day to day operation of the Thermal Service Department and reports to the Director of Thermal Operations and Service Manager.

#### **General Department Management Duties**

- Manager Customer Service Support Person and delegate tasks effectively

- Ensure effective and timely communication with customers and technicians in a professional manner, and promote a professional atmosphere in Service area.
- Taking and/or return all phone calls and emails that pertain to Thermal service by end of day.
- Prioritizing of Service Calls to meet and manage customer expectations and SolarCraft Revenue and Profit margins.
- Make effective and efficient use of Technicians to minimize multiple trips, using routing and scheduling tools provided.

### **Skills Required**

Knowledge of Solar Thermal Heating (preferred, but not required)

Must be computer savvy.

Experience with Microsoft Office Suite (Excel, Word, Outlook).

Experience with AR Billing cycles

Experience with Customer databases and CRM software.

Ability to solve problems creatively

*Ability to effectively manage technicians*

### **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.

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.

Salary commensurate with experience. Please forward cover letter, resume and salary requirements.