

SREC Customer Relationship Analyst-Remote

Carbon Solutions Group is seeking a SREC Customer Relationship Analyst to join its Environmental Commodities Management - Client Relations team. The position is a customer and partner facing role focusing on customer service and support. This is an opportunity to gain experience in the solar energy industry at a growing company. The role will work closely with the origination team and play a role in new market expansion and support customer onboarding for Carbon Solutions Group.

Analysts are responsible for managing the customer experience at Carbon Solutions Group for more than 15,000 solar contracts with residential and commercial system owners. Workflow includes managing system registrations across different environmental commodity markets, managing inbound and outbound communications via both phone and email, and managing new customer onboarding. Analysts can also take on additional, varied work as they become more efficient in their role.

Carbon Solutions Group is a distributed decarbonization platform that was founded in Chicago Illinois in 2006, and consists of 3 business lines; Solar Aggregation, Dirt Road EV, and Wholesale ESG services. CSG has a proprietary customer onboarding platform that has quickly onboarded 15,000 solar contracts in two years. The Dirt Road EV division currently has 250 charging stations in development. Wholesale ESG has transacted 150 Million MWh's of environmental attributes since 2017. Customers rely on Carbon Solutions Group to sell their solar renewable energy credits (SRECs), an important source of revenue from their solar installations.

Key Responsibilities:

- Create a positive service experience in every client interaction
- Efficiently and effectively communicate with customers via phone and email
- Monitor incoming emails using CSG's proprietary platform
- Resolve customer complaints
- Manage new customer onboarding including submitting SREC registrations and applications in applicable systems
- Track customer registrations and follow up with the appropriate parties to collect missing information or documents
- Direct outreach to the appropriate internal team as needed

The ideal candidate has previous customer service experience, is hard-working, extremely organized, detail and process-oriented, resourceful, personable, and has the ability to multi-task in order to accomplish assignments in a timely manner. Problem-solving will be held in the highest esteem.

A successful candidate will possess the following skills and attributes:

- At least 1+ year of customer service, or call center experience
- Strong interest in the solar industry and decarbonization
- Ability to be on the phone for up to 6 hours per day
- Excellent verbal and written communication skills
- Problem-solving and troubleshooting
- A proactive, can-do attitude and lots of enthusiasm
- Google Certification preferred
- Ability to adapt to changes in processes as directed from outside state and regulatory authorities
- Proficiency in Hubspot or similar CRM software advantageous
- Bachelor's degree preferred

Location & Hours: This is a full-time role and will be remote (USA).

Commitment & Compensation: Compensation will be commensurate with experience. In addition, Carbon Solutions Group provides health insurance, 401K, education benefits, paid vacation, federal holidays, and the opportunity to work in a fully remote environment.

To Apply: Please submit a resume, cover letter and salary requirements to careers@carbonsolutionsgroup.com.

Deadline: We hope to hire for these positions immediately.

Carbon Solutions Group is an equal-opportunity employer, and does not discriminate based on gender, race, ethnicity, orientation, creed, or other traits.

Job Type: Full-time