

## Service Administrator/Analyst

HES Solar is a full-service solar company in San Diego that is a trusted solar installer and the premier energy storage provider in San Diego County. At HES Solar, our mission is to bring clean, reliable energy to residential and commercial properties throughout Southern California by capitalizing on naturally available solar energy through the installation of self-sufficient renewable power sources. Check out our website to learn more at [www.hessolar.com](http://www.hessolar.com).

### **Come shine with the HES Solar team!**

HES Solar is currently seeking a Service Administrator/Analyst to support the service department in this technical and customer-facing role. He/she will be responsible for all administrative tasks and duties for the team to ensure that our customers are receiving high quality care and attention. Candidate should be highly organized, analytical, hardworking, team-oriented, and possess excellent communication skills.

### **Responsibilities:**

- Respond to incoming emails and phone calls and provide level 1 technical phone support to customers, as needed.
- Analyze monitoring web applications for solar production, ensure monitoring systems are up and running (and prioritize system failure responses), and contact customers for monitoring system resetting.
- Monitor and analyze installed solar system performance to ensure production is as expected.
- Calculate system underproduction loss evaluations and report to customers.
- Identify system issues and troubleshoot the cause on underperforming systems.
- Perform analysis with utility billing and solar production data to analyze relationship between post solar electric bills and solar system performance.
- Assess solar true up bills and help to prepare report for customers.
- Responsible for scheduling site visits, invoicing, processing return merchandise authorizations, and data entry.

### **Qualifications:**

- Bachelor's degree in business, engineering, or related field required.
- 1+ years' experience in solar or related industry is required; must have some solar industry knowledge.
- Must possess a passion for clean and renewable energy.
- Strong computer and administrative skills and experience managing multiple vendors are all required.
- Candidate must be analytical, detail oriented, efficient, organized, and possess time and project management skills.
- Excellent oral and written communication skills are essential, and candidate must be a team player.

- Knowledge of Salesforce, Aurora, Microsoft Excel, and G Suite platform are preferred.
- Solar design or sales experience, as well as energy storage experience, is a plus.

*HES Solar is an Equal Opportunity Employer. HES Solar is a drug free employer in accordance with applicable state and federal laws. All job offers are contingent upon successful pre-employment background check and drug screening.*