

Customer Support Representative, Operations (Part- time)



Phone :

Web :

Job Summary

Vacancy :

Deadline : Jul 28, 2024

Published : Jun 28, 2024

Employment Status : Hybrid

Experience : Any

Salary :

Gender : Any

Career Level : Any

Qualification :

Job Description

Schedule:

- Evening availability during the week, one weekend shift per week with flexibility for day shift as needed.
- **Approximately 10-15 hours per week.**
- Available for on-call during evenings, weekends, or holidays.
- Hybrid work model with one day on-site in Scarborough, ON.

Application deadline is: July 5, 2024

Interviews will be conducted on a rolling-basis, position to be filled immediately.

Our Company:

Jule is a Toronto-based all-in-one solution provider of Battery Energy Storage Systems (BESS) and Electric Vehicle Fast Charging (EVFC). Using its patented battery & power/energy management technologies, *Jule* has been delivering successful projects over a wide range of industries, including community energy storage, electric vehicle charging infrastructure and microgrid development. It has also partnered with corporate and legislative entities across multiple territories to solve the modern challenges of energy storage and distribution. *Jule* prides itself on coming up with innovative answers via its flexible, practical, and efficient turnkey solutions to address not only problems in the present but also those foreseen in the future.

Our website: <https://www.julepower.com/>

Role Overview:

The Customer Support Representative will be responsible for managing timely and accurate responses to multi-channel external requests, interacting daily with EV drivers who have inquiries or require immediate assistance with their charge sessions. This role will also assist the operations team in ensuring organization and tracking of upcoming deadlines and maintaining accurate documentation relevant to customer service to enhance overall operations.

KEY RESPONSIBILITIES:

- Be the first point of contact for our lines of communication with customers via phone, email, PlugShare, etc.
- Receive inbound calls and offer friendly and professional customer experience.
- Ability to confidently articulate the technical aspects related to electric vehicle charging.
- Support the Customer Experience Manager and Customer Service Lead with the development of department standards and processes.
- Log all customer contact to our ticketing system, Zendesk.
- Handle customer complaints/feedback, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution.
- Maintain documentation and processes relevant to customer service.
- Coordinate and liaise with the engineering team for tech support needs.
- Document and present bi-weekly/monthly reports on areas of improvements/feedback.
- Assist the operations leads to stay organized and on track with maintenance events, updates, deadlines, and dates.
- Analyze historical data of Jira tickets for issues related to bug escalations and maintenance events to make suggestions and process improvements in the development of our Operations and Maintenance team.
- May be required to do additional tasks as assigned.

KNOWLEDGE AND SKILLS:

- Minimum of 1 year of customer service experience answering in-bound calls.
- Preferably Minimum 3rd year post-secondary student enrolled in one of the following programs: Business Management, Sales, Marketing, Electrical Engineering, Sustainable energy or a related field.
- Post-secondary Degree or Diploma graduate preferred.
- Strong phone contact handling skills and active listening.
- Ability to multi-task, prioritize, and manage time effectively.
- Customer orientation and ability to adapt/respond to diverse clientele.
- Excellent communication and presentation skills.
- Familiarity with electric vehicles and chargers is an asset.
- Experience with Jira or similar project management tools.
- A working knowledge of Zendesk or familiarity with ticketing systems is preferred.
- Willingness to receive feedback to further personal development.
- A high level of motivation and self-confidence.

What it feels like to work at Jule:

Jule has maintained its flat management structure and start-up culture, despite its steady growth in the industry for the past ten years. The Customer Experience Representative, Operation Coordinator will be a part of a rapidly growing Commercial team with opportunities to collaborate with various department's including, Engineering, Purchasing, Product Design, Sales, Project Management and more! Join a close-knit, high-energy team that rewards those who are naturally curious and exceptionally driven, to reach their growth potential.

We thank all applicants for their interest, however, only candidates selected for an interview will be contacted.

Jule celebrates and values cultural diversity and is committed to attracting and retaining a diverse staff. We will honor your experiences, perspectives, and unique identity. Together, our organization strives to create and maintain working environments that are inclusive, equitable and welcoming.

Jule is committed to providing an accessible recruitment process and workplace. Please let us know if you require accommodation under the Accessibility for Ontarians with Disabilities Act (AODA).

Education & Experience

Must Have

Educational Requirements

Compensation & Other Benefits
