



Customer Support Representative

Company Description:

Blue Pillar connects the Energy Things that power our world. The only IoT solution to unite all Energy Things onto a single platform, Blue Pillar unleashes the power of real-time data to strengthen critical infrastructure and accelerate business. Blue Pillar's Aurora® is automated through a template-driven process where security is built-in from sensor to cloud. With Blue Pillar, companies have unprecedented insight into their energy needs to become more efficient and have peace of mind that when the grid goes down, their business will continue forward. Learn more at bluepillar.com or on Twitter at @bluepillarinc.

As a company, Blue Pillar is a dynamic place where you can make an immediate impact. We value perseverance, innovation, and a focus on results as defining traits to the core of our organization. We have extremely high expectations for our teammates and focus on providing the rewards, recognition, and opportunities for growth that come along with achieving those results. We're looking for candidates to join our team that share these same traits and a passion for defining the future of this emerging industry. If this sounds like you, please review the opportunity below and consider joining our team.

For more information, visit: www.bluepillar.com.

Customer Support Representative

Job Description:

The Customer Support Representative (CSR) is an excellent communicator and is expected to be proficient in account management, while providing a consistently high level of customer-centric support. An individual in this role is expected to continue learning, developing, and building on the fundamental skill set of a Customer Support Representative, and must be receptive to regular feedback to hone skills and enhance performance.

This is an excellent opportunity for an individual who is driven by the challenging of wrangling many moving parts and providing superior customer support along the way. The person in this role will be a key player in our customer support team and organization, tasked with managing the customer support function in an IoT company with the complexity of supporting both hardware and software trouble tickets.

Reports to: Senior Manager, Customer Support

Location: Indianapolis, Indiana

Position Expectations:

- Resolve product or service issues by clarifying the customer's concerns or questions; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution
- Recommend potential products or services to management by collecting customer information and analyzing customer needs
- Continuously engage in self-directed learning opportunities to increase functional product knowledge document known errors, workarounds, procedures, and product-specific information.
- Maintain proactive communications with customer for incidents or requests. Assure customer acceptance of and quality of resolution.
- Identify and escalate issues that require advanced product knowledge or technical expertise.
- Contribute to team effort by accomplishing related results as needed
- Manage the volume of inbound tickets and inbound phone calls, and assign tickets to the appropriate product group.
- Identify and assess customers' needs to achieve satisfaction
- Build sustainable relationships of trust through open and interactive communication
- Handle complaints, provide appropriate solutions and alternatives within the time limits and follow up to ensure resolution
- Keep records of customer interactions, process customer accounts and file documents
- Follow communication procedures, guidelines and policies
- Go the extra mile to engage customers, warmly and ascertain issue or reason for calling
- Work with customer support manager to ensure excellent customer service is being delivered

Requirements:

- 1 – 3 years of customer support or DevOps experience
- Strong phone contact handling skills and active listening
- Familiar with Customer Relationship Management (CRM) systems

- Excellent listening skills – ability to listen and read between the lines as necessary
- Customer orientation and ability to adapt/respond to different types of characters
- Excellent communication and presentation skills
- Ability to work effectively with remote teams and teammates
- Ability to multi-task, prioritize and manage time effectively
- Bachelor level degree or equivalent experience

Nice-to-haves

- Knowledge of Salesforce and Zendesk a plus
- Previous experience in a startup environment and/or energy space a bonus

Technical Requirements:

- Basic TCP/IP network knowledge
- Installation and configure applications
- Microsoft Windows Server 2008 & 2012
- Virtual Machine concepts

Technical nice-to-haves:

- Linux
- Electrical diagrams
- IIS
- SQL 2012, 2014, 2016