



## Operations Associate

*Certasun is Illinois's premier residential solar company. We are 100% locally owned and live in the Chicago and suburban communities we serve. We are committed to an exceptional customer experience and are thrilled to bring affordable, clean solar energy to Illinois. Building on the rapid growth of our business, Certasun is expanding our team.*

### Job Description

We are seeking an **Operations Associate** for hybrid work based in the Certasun main office in Buffalo Grove. This person will provide excellent customer service while working closely with colleagues in our operations department to project manage residential solar installations.

We are seeking compelling professionals to join our dynamic team. If you're excited about being part of the core of a fast-growing industry, and passionate about bringing clean solar energy to the Chicagoland area, this could be an exciting opportunity for you.

### Responsibilities

- Project manage each customer's solar system through our well-defined process from "contract signed" to "ready for installation", then close out each project after our field team completes the physical installation
- Communicate with homeowners via phone and email to provide continuous updates and responsive answers
- Identify project risks and collaboratively problem-solve to ensure rapid solutions to any project issues
- Maintain accurate records in Certasun systems, tracking customer communications and status of each project
- Eagerly engage in Certasun solar training to develop in-depth knowledge of residential solar
- Provide Certasun leadership with regular status reports
- Perform ad-hoc analysis and complete special projects as required by management

### Desired Qualifications

- Previous customer-facing experience ideally working with consumers making a large purchase, or in business-to-business context
- Excellent verbal and written communication skills
- Highly organized with absolute attention to detail
- Self-motivated and eager to learn
- Ability to work independently and in a team environment
- Adept with Microsoft Office suite and Salesforce
- Authorized to work in the United States for any employer

### Benefits

- Salary commensurate with qualifications and experience
- Full benefits package including medical insurance, dental coverage, 401(k) with company matching, etc.

### To Apply

Please send cover letter and resume to [hr@certasun.com](mailto:hr@certasun.com) with subject "Operations Associate"