



NeoCharge

Enabling Home Electrification

Customer Support Specialist

About us:

At NeoCharge, our mission is to ease the transition to an all-electric future by making home electrification and Electric Vehicle (EV) charging more accessible. We're constantly innovating with creativity, authenticity, and sustainability in mind—it's at the core of what we're here to do. NeoCharge's flagship product, the Smart Splitter, saves electric vehicle drivers multi-thousands of dollars on the installation of charging at home. We are honored to have won a few world-class awards from CalTech, the State of California, and the Los Angeles Cleantech Incubator, and we're currently building an integrated software platform that will reward EV drivers for utilizing cleaner energy from the electrical grid.

NeoCharge is built with a dynamic culture that encourages employees to maintain a healthy lifestyle, a positive growth mindset, and not be afraid to take risks for the better of the company. NeoCharge employees are expected to follow a culture that embodies: dedication to sustainability, authenticity, empowering creativity, gratitude, and empathy, and learning passionately.

About the Job:

NeoCharge is seeking an experienced Customer Support Specialist who cares about every customer's experience and wants to be able to see the impact of your programs on customers. This person will be responsible for all aspects of planning, building, and running a high-performing team and collaborating cross-functionally to develop and implement a scalable internal customer support system. We are looking for a highly effective manager that excels at both developing their team's skills and being fully responsible for—and engaged in—all aspects of delivering an exceptional customer experience.

Key Responsibilities:

- Build and manage a conversational relationship platform such as Intercom or Gorgias
- Hire, train and manage a highly-performing customer support team
- Assist with customer support issues
- Develop a seamless end-to-end customer experience that eliminates current pain points and establishes new "wow" experiences.
- Collaborate cross-functionally to develop and deliver a truly innovative technical support experience.
- Optimize current systems and processes to improve efficiency and customer satisfaction
- Create an inward-facing help system to assist customer support agents with tough problems
- Create a formal escalation process for level 2 issues that require extra attention



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- Provide customer feedback to our engineering team so that we can continuously improve our products
- Apply best industry practices for continuous improvement
- Use data to track and better understand our opportunities and shortcomings

Qualifications

- Proven work experience in providing customer service support
- Demonstrated ability to interpret data, find the root cause and make business recommendations
- Working knowledge of customer service software, databases, and tools (knowledge of Intercom and Slack would be a plus)
- Awareness of industry's latest technology trends and applications
- Ability to think strategically and to lead
- Strong client-facing and communication skills
- Advanced troubleshooting and multi-tasking skills
- Customer service orientation

Please send all inquiries with an attached resume and any added material to the contact information below.

Contact Information:

Ryan Meffert - ryan@neocharge.io, (805) 540-1499