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CalCERTS, Inc.
HERS PROVIDER

CUSTOMER SERVICE & TECH SUPPORT POSITION

CalCERTS, Inc., is looking for a qualified ***Technical Support Associate***. Our team of Associates help our clients use our online data registry. Our clients include members of the building industry, including HERS Raters, building departments, energy consultants, builders, and home owners. Support is provided via telephone, email, helpdesk, and occasional in-office visits. There are no sales or cold calls required. Since CalCERTS is California's leading Home Energy Rating System Provider, our Technical Support Team is an essential part of helping California promote energy conservation. Our Team works with our customers to record energy efficiency measures for new and existing buildings through use of our proprietary software.

Minimum General Requirements:

- Strong written and oral communication skills
- Ability to work well with team members and other colleagues
- Strong personal organization and time management skills
- Self-motivated with the ability to handle a high-volume environment
- Proficient with MS Office, especially Outlook, Excel, and Word

Position Details:

- Provide answers to clients by identifying problems, researching answers, and guiding clients through corrective steps related to the use of the CalCERTS Registry.
- Improve technical reference materials by modifying user instructions and maintaining documentation on user inquiries.
- Participate in development of training programs by identifying learning issues; recommend instructional language.
- Improve technical support system by identifying problems; recommend changes.
- Build upon existing job knowledge by participating in educational opportunities.
- Experience with ZenDesk customer support application is a strong plus.

Additional Information:

- We are looking for candidates able to make a minimum 2-year commitment.
- This is a full-time position, Monday – Friday, Training hours are 8 am – 5 pm. The position hours are potentially 7-4 or 8-5 or 9-6. This position is based in our Folsom, California location and is NOT eligible for telecommuting.
- We are offering compensation of $15.50 per hour, along with a comprehensive benefits package including medical, dental and vision coverage along with a 401k program and 2 weeks' vacation per year.

Interested candidates should submit cover letter and resume to jobs@calcerts.com.
EOE M/F/D/V