



About Energy CX:

Energy CX is on a mission to be the #1 energy consultant in the US. We are laser focused on helping commercial real estate companies reduce time and money spent on energy.

- **Benefits: Freedom & Responsibility**
 - **PTO**
 - 15 days but highly flexible
 - All major holidays
 - **Medical Insurance**
 - ECX pays 50% of premiums
 - **401 (K)**
 - Employer match 20% of total contribution up to 5% of salary
 - **Misc**
 - Additional 5 work from home days quarterly
 - Work from home Fridays
 - Wednesday catered lunches
 - Frequent company events

Title: Customer Service Coordinator

About this Job

This person is known to have an infectious personality. Someone who loves to problem solve, and has the ability to multi-task. And has the patience to solve problems no matter how frustrating the process can be. They thrive in a fast pace environment where things can change quickly. And always have a smile on their face, knowing the importance of delighting customers.

Why Energy CX?

- Recession proof industry
- Young but rapidly growing department, opportunities for advancement
- Entrepreneurial culture + great team oriented environment
- Fast growing company

Objectives of this Role

- Act as the liaison between customers and utility companies
- Provide unparalleled customer service through quick and efficient communication
- Develop systems and procedures to scale the department

Daily and Monthly Responsibilities

- Solve customer problems related to utilities (electric, gas, and water)
- Answer customer questions and provide status updates
- Continuously create ways to pre-emptively solve customer problems

Skills & Qualifications

- 2+ years in customer service (base salary will depend on experience)
- Eager to learn and grow within a company
- Excellent communication, interpersonal, and organizational skills
- Vivacious personality

Energy CX Company Culture

Our culture is not for everyone.

We believe in our team's personal growth. Everyone is provided with the resources to invest in themselves and realize their full potential. At Energy CX, we challenge one another to tackle complex challenges, work hard, innovate, and grow.

We have a shared and unique set of values

Customer Obsession - Deep Desire to Delight the Customer

Continuous Growth - Fail Forward

High Standards - Raise The Bar

Bias for Action - Don't Talk, Do

Radical Honesty - Share Your Thoughts

Effective Communication - Be Clear & Concise

Prioritization - Do What's Important, Not Urgent

Long-Term Thinking - Eat Your Vegetables

Resourcefulness - Be Independent

Discipline - Be Consistent

Focus - Dive Deep

Pursuit of Fulfillment - Be Your Best

Our culture rewards personal growth and performance. Therefore, we are seeking exceptional individuals to join our incredible culture.

Our culture is not for everyone.

We believe in our team's personal growth. Everyone is provided with the resources to invest in themselves and realize their full potential. At Energy CX, we challenge one another to tackle complex challenges, work hard, innovate, and grow.

We have a shared and unique set of values

Customer Obsession - Deep Desire to Delight the Customer

Continuous Growth - Fail Forward

Bias for Action - Don't Talk, Do

Radical Honesty - Share Your Thoughts

Effective Communication - Be Clear & Concise

Prioritization - Do What's Important, Not Urgent

Long-Term Thinking - Eat Your Vegetables

Resourcefulness - Be Independent

Discipline - Be Consistent

Focus - Dive Deep

Pursuit of Fulfillment - Be Your Best

Our culture rewards personal growth and performance. Therefore, we are seeking exceptional individuals to join our incredible culture.