



3026 Owen Dr, Ste 104 • Nashville, TN 37013
615-641-4050 • lightwavesolar.com

Customer Experience Manager

Location - Nashville, TN

Job description:

Come work in the exciting industry of Solar! Benefits offered for full-time employees include paid time off, paid holidays, company-paid medical insurance, opportunities for professional development and certification, 401(k) retirement plan with company match and more!

The **Customer Experience Manager** provides residential and commercial solar project administration, including assisting the Operations team and providing customers with excellent communication throughout their project journey.

Responsibilities:

- Provide customers with project status updates
- Answer all incoming contracted customer phone calls and emails regarding project status/ licensing /customer inquiries in a timely manner
- Outreach to new customers providing estimated start dates and other relevant information as needed
- Submit documents to utilities and follow up as necessary
- Pull electrical and building permits in a timely manner before construction begins.
- Schedule inspections during construction and after completion as needed
- Schedule commissioning with utilities after projects have been completed and inspected
- Schedule utility outages for service changes as needed.
- Provide closeout documents for customers.

Minimum Requirements:

- High school diploma or equivalent
- Minimum of 1 year of experience in customer service or a related field
- Strong verbal and written communication skills
- Highly proficient in customer engagement
- Ability to multi-task and manage numerous projects simultaneously
- Proficient in Microsoft Office products
- Must be able to learn, understand, and apply new technologies

Members of:





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- As a condition of employment, qualified individual must pass a background check, including criminal history check, driving history and character references

Preferred:

- Experience working in solar or construction industry

About LightWave Solar:

Lightwave Solar, LLC (LWS) is a seasoned provider of turnkey solar installations and O&M services. Founded in 2006, LWS quickly established itself as the most trusted solar installer in the TVA area. To date, Lightwave Solar has completed over 1,800 solar installation projects for businesses, municipalities, and homeowners.

Job Type: Full-time

Benefits:

- 401(k)
- 401(k) matching
- Dental insurance
- Employee assistance program
- Employee discount
- Health insurance
- Health savings account
- Life insurance
- Paid time off
- Professional development assistance
- Referral program
- Vision insurance

LightWave Solar is an equal opportunity employer and does not unlawfully discriminate against employees or applicants for employment on the basis of an individual's race, color, religion, creed, sex, national origin, age, disability, marital status, veteran status, sexual orientation, gender identity, genetic information, or any other status protected by applicable law. This policy applies to all terms, conditions, and privileges of employment, including recruitment, hiring, placement, compensation, promotion, discipline, and termination.