



## Customer Care Representative

### POSITION SUMMARY:

The Customer Care Representative position provides professional, quality, and "best in class" service for existing and prospective customers by using a consultative approach that reflects the culture and philosophies of Sunrun. This position involves activities including but not limited to inbound and outbound phone calls, email, live chat, letter, fax, data entry, and social media.

This role is responsible for facilitating, analyzing, and resolving customer issues, providing product support and following up to resolve concerns in an accurate and timely manner.

### BENEFITS:

- Friendly, fun, high-energy work culture
- Contests, competitions, and generous spiffs
- Medical (including PPO, HMO and HSA options), Dental and Vision coverage
- Life insurance coverage at no cost to employees
- 401K retirement account options
- Lots of free Sunrun swag
- The opportunity to work for a company that's disrupting an industry, and changing the world

### WHO WE ARE:

Sunrun is the leading player in the home solar market. We help homeowners replace electricity they would otherwise purchase from the utility company with clean, attractively priced energy produced by a solar system that Sunrun owns and operates. Customers love our offering. In less than 5 years, we've built a base of more than 100,000 customers across the nation. Our business is highly disruptive to the large (\$160 billion / year) public utility market; it brings consumers choice to an industry that has seen very little innovation over the past 100 years.

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For more responsibilities, qualifications and to apply, please visit:

[https://careers.sunrun.com/us/en/job/SUNRUS24412EXTERNALENUS/Customer-Care-Representative-1/?utm\\_source=msep&utm\\_campaign=msep-Q1&utm\\_term=call+center+jobs&iis=job-board&iisn=msep](https://careers.sunrun.com/us/en/job/SUNRUS24412EXTERNALENUS/Customer-Care-Representative-1/?utm_source=msep&utm_campaign=msep-Q1&utm_term=call+center+jobs&iis=job-board&iisn=msep)

Candidates may also email [Military@sunrun.com](mailto:Military@sunrun.com)