



## Job Description

OhmConnect, the leader in consumer energy services, is seeking a motivated and passionate Customer Experience Analyst to grow our community of energy savers, improve the customer experience, and help push our new energy economy forward.

**Role:** Customer Experience Analyst      **Type:** Full Time  
**Start:** Immediately

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### ROLE SUMMARY:

Do you want to help speed up our transition to clean energy? Are you passionate about simple, clean digital consumer experiences? Do you love solving problems?

OhmConnect is looking for a Customer Experience / Operations Analyst with exceptional interpersonal and analytic skills to help us support and delight our customers while building a sense of community amongst our users.

### Key responsibilities include:

- Be a passionate participant and evangelist for our customers; work under the guide of our [five core values](#)
- Understand how the OhmConnect digital product works inside and out so you can help customers succeed and offer impactful suggestions to improve it
- Address customer questions and concerns via email and our user forum
- Deep familiarity with Support Ticket Platforms administration, metrics, process improvements. Intercom expertise a plus.
- Develop impactful FAQs for new and existing features to allow users to find answers quickly
- Create a growing set of automated responses via our chatbot tool to drive to greater self-service
- Analyze FAQ and chatbot reports to identify and address opportunities for improvement
- Identify systemic issues through a combination of quantitative and qualitative analysis, prioritize issues based on impact, determine root cause, and recommend solutions to address
- Generate and analyze open-ended surveys to customers to determine drivers of satisfaction and interest in new features
- Develop outbound messaging campaigns to customers to alert them to issues and help them complete enrollment.
- Appropriately engage with customers who have provided feedback to build advocacy



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### Desired qualifications:

- Understanding of customer service concepts, approaches, and regulations
- Familiarity with NPS best practices
- Experience with community portals, forums, and surveys
- Ability to operate in an entrepreneurial environment, to thrive at an extremely fast pace and to find creative ways to get things done.
- Passionate problem solver and issue resolver
- Excellent 1-1 and team communication skills
- Willingness to learn and desire a career that makes an impact
- Two to five years relevant experience, BA/BS degree or equivalent

### Why OhmConnect?

The world has finite resources and our environmental footprint has accelerating towards the point of no return. OhmConnect is the first service that pays you to save energy. When environmentally damaging power plants are about to turn on, our users save energy. Independent energy markets and utilities prefer to pay OhmConnect users to save energy, since it's cleaner, cheaper, and faster than turning on another power plant. It pays to save.

### Other Information:

- Offices in San Francisco and the South Bay. We spend 2 days a week at each location and have one flexible location day.
- Outstanding benefits package, stock options, and salary commensurate with experience.
- Equal Opportunity Employer who is committed to supporting equality and diversity in our offices.
- Value a good work-life balance. Other company perks include unlimited vacation, commuter benefits, parental (both maternal and paternal) leave benefits.

## CONTACT

Please submit resume and brief cover letter to [sam@ohmconnect.com](mailto:sam@ohmconnect.com)