

Turkey Jobs Expertini®

Service Manager

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Company: Solplanet

Location: İstanbul

Category: other-general

MAIN PURPOSE AND KEY RESPONSIBILITIES

1. Provide technical support and assistance by phone and email to our directly supported installers and customers in Turkey.
2. Resolve issues over the phone with qualified personnel when on site.
3. Replace or assist in replacing Solplanet products at field.
4. Assist in commissioning of residential or commercial Solar Systems.
5. Travel to installers or end user customers to provide service or provide emergency repair service (fix, replace, install inverters and communication equipment and upgrade APP, etc.)
6. Contact person for technical questions from colleagues in both local and international departments.
7. Liaise with Technical Support International as well as the service, sales and repair center departments to ensure cases are processed effectively.
8. Accurate documentation of all support cases, including customer and internal communication.
9. Actively collaboration with Solplanet International. (Corporate in China)
10. Run training sessions with Solplanet customers.
11. Write reports for every site visit and lodge them in CRM systems. Resolve cases lodged from customers in CRM systems.
12. Survey customer satisfaction for continuous improvement.
13. Coordinate the inverters' replacement dispatch and faulty collection.

14. Make plan of exchange units' logistics for efficient service.
15. Manage the service partners including developing new, instructing work flow, providing service files and training both onsite & remote.

Requirements

KEY RESULT AREAS AND CHARACTERISTICS

1. Technical engineering background.
2. Knowledge of information and network technologies/ Solid technical understanding of Solar PV and electronics.
3. Minimum 2 years in a field service/support role.
4. Experience with photovoltaic systems - an advantage.
5. A distinct customer service focus.
6. Ability to handle high volume of phone calls and emails.
7. Ability to prioritize and problem solving.
8. Strong work ethics and team player.
9. Strong Microsoft windows and office skills (CRM experience - an advantage)
10. Excellent interpersonal verbal and written communication skills.
11. A hungry go-getter with a strong can-do and hands-on attitude.
12. Excellent written and verbal communication skills – particularly verbal communication skills that will allow quick troubleshooting over the phone by getting to the root of the issue quickly and diffusing high pressure scenarios such as frustrated customers.
13. Ability to read and interpret schematics with a good understanding of high voltage and measurement equipment.
14. Driver's license and willingness to travel nationally and internationally when it is required.

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