

## Associate Customer Care Advisor

### Description

About GoodLeap:GoodLeap is a technology company delivering best-in-class financing and software products for sustainable solutions, from solar panels and batteries to energy-efficient HVAC, heat pumps, roofing, windows, and more. Over 1 million homeowners have benefited from our simple, fast, and frictionless technology that makes the adoption of these products more affordable, accessible, and easier to understand. Thousands of professionals deploying home efficiency and solar solutions rely on GoodLeap's proprietary, AI-powered applications and developer tools to drive more transparent customer communication, deeper business intelligence, and streamlined payment and operations. Our platform has led to more than \$27 billion in financing for sustainable solutions since 2018. GoodLeap is also proud to support our award-winning nonprofit, GivePower, which is building and deploying life-saving water and clean electricity systems, changing the lives of more than 1.6 million people across Africa, Asia, and South America. The Associate Customer Care Advisor role centers around taking phone calls from active GoodLeap customers to assist them with their needs and present them with the appropriate cross-sell products GoodLeap offers. At the same time, providing world-class customer service while keeping the customer's information up to date within the company's CRM.

**Essential Job Duties & Responsibilities:** Answering incoming calls and assisting customers with their inquiries. Verify and enter prospective client information into the designated CRM. Enter any customer escalations into the designated CRM. Make Outbound servicing calls to customers to offer cross sell products.

**Required Skills, Knowledge & Abilities:** 1-2 years of proven customer service experience. 1-2 years of phone sales experience. Preferred: Prior experience with financial products is preferred. Proficiency with Microsoft Office applications. Self-motivated and extremely goal-oriented. Good written and verbal communication skills. Team Player. Professional demeanor.

**Compensation:** \$18/hr. Additional Information Regarding Job Duties and Job Descriptions: Job duties include additional responsibilities as assigned by one's supervisor or other managers related to the position/department. This job description is meant to describe the general nature and level of work being performed; it is not intended to be construed as an exhaustive list of all responsibilities, duties and other skills required for the position. The Company reserves the right at any time with or without notice to alter or change job responsibilities, reassign or transfer job position or assign additional job responsibilities, subject to applicable law. The Company shall provide reasonable accommodations of known disabilities to enable a qualified applicant or employee to apply for employment, perform the essential functions of the job, or enjoy the benefits and privileges of employment as required by the law. If you are an extraordinary professional who thrives in a collaborative work culture and values a rewarding career, then we want to work with you! Apply today! Please mention the word **\*\*ENHANCE\*\*** and tag **RMTUxLjk1LjIzNS4xNQ==** when applying to show you read the job post completely (**#RMTUxLjk1LjIzNS4xNQ==**). This is a beta feature to avoid spam applicants. Companies can search these words to find applicants that read this and see they're human.

### Contacts

Job listing via [RemoteOK.com](https://www.remoteok.com)

### Hiring organization

GoodLeap

### Job Location

Remote

### Base Salary

\$ 50000 - \$ 90000

### Date posted

April 27, 2024

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