



Service and Maintenance Coordinator

- **Leading solar and energy solutions engineering & construction company**
- **Be part of an award-winning team and genuine positive culture**
- **Located in Frenchs Forest, Sydney**

About Us

Autonomous Energy is a 'full-service' energy solutions company - offering bespoke solar PV, energy storage, microgrid and energy efficiency services, projects and advice. We foster a culture of innovation and thrive on delivering a better technical result for our clients. Our reputation within the clean energy industry is second-to-none and we employ some of the most highly-skilled, respected renewable energy experts. Over the past 15 years we have been awarded multiple prestigious industry awards, including the CEC's 'Best Solar Design and Installation in Australia' award on three occasions.

Our mission is to reduce GHG emissions and facilitate the transition to sustainable energy systems as quickly and efficiently as possible.

About the role

Due to continued growth, we are looking to hire a Service and Maintenance Coordinator in our Operations department. Our Service team is responsible for providing high quality ongoing maintenance support to our renewable energy clients across Australia. The successful candidate will have a strong customer focus and be able to work both autonomously and within a team. The position works closely with the Service Engineer, who will provide technical expertise and trouble-shooting.

As the Service and Maintenance Coordinator you will be responsible for:

- Coordinating routine quarterly and annual reporting and maintenance for clients throughout Australia
- Responding to maintenance inquiries over the phone, via email, etc.
- Arranging invoicing and ensuring contractual requirements are met for maintenance agreements
- Coordinating and prioritising activities with the Service Engineer
- Writing reports and proposals based upon input from the Service Engineer and Technicians
- Liaising with and managing contractors
- Managing multiple priorities at once
- Contributing to improving the processes of the Service team

We are looking for someone with strong communication skills and attention to detail, as well as a 'can-do' attitude. The successful candidate will have excellent customer service skills. Experience in a technical service role is desirable. Technical training will be provided.

About you

- 2+ years' experience in technical customer service role
- Excellent attention to detail



- Strong organisation skills with the ability to prioritise and meet deadlines
- Passionate interest in renewable energy
- Competent with Microsoft Office
- Strong written and verbal communication skills
- Demonstrated ability to quickly learn new processes and technologies
- Flexible approach to your work, able to adapt to change quickly

What we offer

- The opportunity to work in a young, rapidly growing, high-tech company with highly motivated and talented professionals
- The chance to be an integral part of an award-winning team, surrounded by a genuine positive culture
- Professional development and ongoing training opportunities
- A workplace that's strongly focused on the safety and welfare of its staff

Our diverse team is one of the highlights of working at Autonomous Energy. People of all backgrounds are encouraged to apply. Submit a resume and cover letter addressing the requirements to hr@autonomousenergy.com.