



## Service Specialist / Product Expert (m/f/d)

### Details of the job offer

We are now looking for support for the **Midcosta 4Energy** team at **our location in TRNAVA**. Together with our strong development team in China, we develop innovative power energy solutions such as inverters, battery storage, heat pumps & wallboxes under the MidTeq trademark.

### About Us:

Our partner company and shareholder of Midcosta 4Energy has been active in the distribution business since 2008 and is now one of the Big 4 distributors of Tier 1 inverters and storage solutions. Since our merger at the end of last year, we have been marketing our solutions on international markets under the MidTeq trademark.

Become part of the team and help us to provide our customers with first-class service as a product expert.

We are facing the greatest challenge of our time - the energy transition. To master it, we need real heroes - the heroes of the energy transition. At Midcosta 4Energy, we stand together and cross borders to achieve our goal. Would you like to tackle the energy revolution with us and help shape the development of the site from the very beginning? Then apply now.

**We are looking for a Customer Service Specialist / Product Expert (m/f) to support our customers with technical problems and queries regarding our own solar solutions such as inverters, storage systems and wallboxes. Your tasks will include answering customer queries, recommending solutions and guiding product users in the use of the products. To be successful in this role, you should be a strong communicator.**



## Tasks

- Answering customer queries promptly and accurately by phone, email or chat
- Recognizing customer needs and supporting customers in using certain functions
- Monitoring customer complaints on social media and assisting with problems
- Share feature requests and effective workarounds with team members
- Inform customers about new features and functions
- Follow up with customers to ensure their technical issues are resolved
- Gather customer feedback and share it with our product, sales and marketing teams
- Collaborate with other departments to ensure timely resolution of customer concerns

## Requirements

- At least 2 years of experience in the energy industry
- Excellent verbal and written communication skills
- Strong problem solving and decision making skills
- Ability to work in a fast-paced environment and handle multiple tasks simultaneously
- Confident with computer systems and software applications
- Strong attention to detail and accuracy
- You have a very good level of oral and written English



## Advantages

If you are a motivated individual with a passion for exceptional customer service, we would love to hear from you.

**Job type: Full-time, partial home office possible**

- Casual dress
- Company events
- Annual bonus
- Free parking
- Beautiful working environment
- Highly motivated team

## Working hours:

- Monday to Friday
- No weekends