

<b>Job title</b>	<i>Installations Support Officer</i>
<b>Reports to</b>	<i>Manager, Installations</i>

### **Introduction**

Evergen is Australia's leading infra-tech energy business and the provider of the only CSIRO developed intelligent energy management system.

We deploy smart energy systems combining solar and battery technologies and software designed to reduce the cost of our customers' electricity consumption.

We are deploying Evergen integrated energy systems in both commercial and residential contexts throughout Australia. All systems are connected online and controlled through our unique gateway. We deliver ~80% savings to customers' power bills.

We have more than 5MWh of Evergen optimized battery storage deployed (~1,000 systems) and we are seeking highly skilled sales staff who are passionate about the environment and high-quality customer service to significantly increase our market share within Australia.

### **Job purpose**

The installations support role provides assistance with solar energy system products and installations to customers, suppliers, contractors and the internal operation team.

### **Duties and responsibilities**

The primary duties and responsibilities are:

#### **Installations**

- Prepare site assessments for use by installers
- Monitor and report on installation status
- Use 2D and 3D modeling and prepare those models for residential and commercial designs
- Provide input into new, innovative and ongoing product development and design
- Responsible for stock management

#### **Customer Service**

- Provide exceptional customer service by ensuring that all customer queries are responded to in a timely and professional manner
- Book and confirm installations with each customer, keeping them informed of any changes throughout the installation process
- Liaise with suppliers and contractors in a timely and professional manner
- Communicate effectively with, and provide information to, challenging customers, both verbally and in writing

#### **Administration**

- Work with the Installations Technician to develop and continually refine installation and customer experience processes and systems
- Keep CRM up to date with customer data and interactions
- Assist with other administrative duties to benefit and add value to the Evergen team

## Qualifications

Engineering qualifications (or near completion of) are required. Fourth Year Engineering students with a preparedness to balance the finalization of their studies with fulltime work will be preferred.

Qualifications, Skills and Experience include:

- Autocad drawing/drafting experience essential
- Confidence with face to face and telephone communications, including effective listening and negotiation skills
- Excellent written and oral communication skills
- Ability to quickly develop an understanding of technical products and services
- Superior time management skills
- Strong team skills and experience in working collaboratively
- Solid, independent experience in using Microsoft and other online tools, including CRM systems
- A current driver's license
- Experience working with contractors is desirable

## Working conditions

The installations support officer role will be based in Newcastle. Travel to installation sites involving occasional evening and weekend work may be required.

### Remuneration and Conditions:

A suitable annual salary will be negotiated with the preferred candidate.

This is a permanent role.

**How to Apply for the Position:** Record your interest in the role at:  
<https://apply.myinterview.com/evergen/installations-support-officer>

and Email your resume and application to: [jobs@evergen.com.au](mailto:jobs@evergen.com.au)

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<b>Approved by:</b>	
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Website: [www.evergen.com.au](http://www.evergen.com.au)