

Job title	Integrated Energy Advisor (Sales Role)
Reports to	<i>Chief Revenue Officer</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

Generate and drive increased sales of infra-tech energy and battery solutions. You will be seeking every opportunity possible to convert leads from customers into sales and ongoing referrals for additional solar and battery sales. You will be engaging through telephone, written quotations and excellent customer service.

Duties and responsibilities

The primary duties and responsibilities are:

Sales/ Lead Conversion

- Engage with potentials customers and explore their needs both verbally and through written communications
- Use sales tools and collateral to inform customers of our product offerings and record all interactions
- Develop new strategies for increasing sale conversions and share concepts across the sales team
- Capture and communicate information and learnings from interactions with customers to the broader Evergen team
- Use company guidelines and industry knowledge to design system layouts to achieve optimum solutions for each individual customer
- Participate in face-to-face sales activities, e.g. trade shows, direct marketing opportunities
- Take customer payments over the phone

Customer Service

- Provide exceptional customer service by ensuring all customer enquiries are responded to in a timely and professional manner
- Action speedy replies to customer enquiries and obtain further information when needed
- Communicate effectively with, and provide information to, challenging customers, both verbally and in writing
- Case manage customers throughout the duration of the sales process, up to and after installation

Administration

- Develop customer proposals and quotes
- Document learning and process improvement
- Develop and continually refine customer experience processes and systems
- Keep sales systems and CRM current with customer data and interactions
- Assist in other administrative duties to benefit and add value to the Evergen team

Qualifications and Experience Required

There are no formal qualifications or accreditation needed for this role.

Extensive sales experience is required with a minimum of 4 years in a customer focused sales role essential.

Experience or qualifications in science and engineering or in the renewable energy sector is desirable, as are certificates in customer service and/or sales.

Qualifications, Skills and Experience include:

- Excellent written and oral communication skills
- Ability to quickly develop an understanding of technical products and services
- Experience in the sales environment – minimum of 4 years active experience
- Superior time management skills
- Strong team skills and experience in working collaboratively
- An outgoing, confident demeanour
- Solid independent experience in using Microsoft Office and other online tools
- Excellent listening skills and ability to reach a speedy conclusion to customers' needs

Working conditions

One position will be based in the Evergen Office in Fortitude Valley, Qld, the other in our Adelaide office.

Occasionally this role may involve travel, with evening and weekend work on rare occasions.

Remuneration and Conditions:

An annual base salary of \$50,000pa, plus superannuation, plus the capacity for reasonable commission incentive payments.

This position is a permanent role.

How to Apply for the Position: apply on line at SEEK and attach your resume and cover letter.

Record your responses to our questions at:

<https://apply.myinterview.com/evergen/integrated-energy-advisor>

Approved by:	
Date approved:	<i>April 2019</i>
Reviewed:	<i>April 2019</i>

Website: www.evergen.com.au