

### 1. Summary

As a Sales Associate, individuals will work closely with sales and engineering to create structurally sound designs while maximizing cost savings for our customers. Along with Sales Representatives, the Sales Associate assists in, not only the design of solar mounting systems, but also provides critical technical support for the sales department and clients, while overseeing the design aspects of projects to their completion. This is an ideal position for entry-level technical sales who wish to develop not only their design engineering experience, but their business skills as well.

### 2. Primary Responsibilities

- Serve as primary customer support team member to assist Sales Representatives throughout project design, production, delivery and installation
- Present and sell company products and services to current and potential clients
- Create solar mounting system designs for Sales Representatives using computerized design tools
- Prepare product and sales presentations or webinars, and written proposals in answer to request for proposals (RFP) or requests for information (RFI).
- Act as a point-of-contact for technical questions from clients, identifying and resolving client concerns
- Develop practical solutions for construction and design related issues
- Coordinate with other company departments to prevent and resolve issues in project design, production, and shipping
- Develop and maintain knowledge of company products
- Manage account services through quality checks and other follow-up
- Communicate new product and service opportunities, special developments, information, or feedback gathered through field activity to appropriate company staff
- Identify and resolve client concerns or complaints and recommend a course of action on how to alleviate these in the future
- Prepare a variety of status reports, including activity, closings, follow-up, and adherence to goals as required
- Participate in marketing events such as seminars and trade shows
- Obtain customer information in support of company legal requirements
- Follow up with drafting on drawing accuracies
- Responsible for setting the customer's expectations and proposing new product development
- Other duties as assigned, may be asked to travel to trade shows and events as need requires

### 3. Knowledge and Skill Requirements

- Solar industry sales experience, solar Installation experience a plus
- Highly proficient level computer skills including Microsoft Office
- Technical/drafting/construction knowledge preferred
- Bachelor's degree and/or three or five years of proven direct sales or customer service experience
- Ability to work in fast-paced, self-directed environment
- Professional interpersonal and communication skills on the phone and with email
- Strong persuasive and presentation skills
- Excellent time management skills and ability to manage multiple projects simultaneously
- Visibility requires maintain a professional appearance and providing a positive company image to the public