Job Description for Technical Sales Consultant

Fair Energy specialise in full service design and installation of wood fuel and solar heating systems for businesses, homes and communities. Our goal is to provide efficient and effective renewable energy technologies to lower fuel costs and carbon dioxide from fossil fuels. We have the technical, mechanical and engineering expertise to design and install the most efficient heating systems and have many years' experience in the renewable heating industry, at commercial and domestic level.

**Job details:**
Reporting to: Sales Manager
Working Hours: 40 hours a week, Monday to Friday 8.30am – 5pm with occasional weekend work
Holidays: 20 days per annum increasing by 1 day a year for each full year worked up to a maximum of 25 days
Other benefits: Birthday day off

**Main Purpose of Role:**

You will actively and successfully manage the end-to-end sales process; sourcing new customers, scoping customer requirements, providing unique solutions and customer quotes and liaising with the relevant departments to ensure successful delivery. You will be primarily working in B2C but with some B2B sales ensuring that agreed targets and incoming revenue is met.

**Duties and responsibilities**:

- Be responsible for selling the company's renewable energy solutions to end user customers;
- Generate sales revenue and gross profit as per agreed targets and time scales;
- Source and sell to prospective customers in public, commercial and consumer sectors;
- Managing own workload and prioritise to the needs of the customer and the business;
- Reinforce the Fair Energy brand and company ethos at all times;
- Prospect for new business customers; some leads will be provided by the marketing department, some will need to be self-generated;
- Utilise the CRM system as a tool to work out daily priorities, log and track all contacts and companies at every stage of the sales process with prospects and clients;
- Manage a number of key customer accounts and referrals;
- Maintain a close working relationship with prospects and customers;
- Visit prospects on site; draw up a project proposal to include products and costings and design a complete renewable energy solution;
- Gain the customer's buy in, and then liaise with the Estimator after preliminary technical survey has been carried out to ensure the costings are correct;
- Keep up knowledge of system designs and industry development to include government initiatives;
- Maintain an up to date summary of prospects in accordance with company procedures;
- Assist MD, Director and management team as required;
- Liaising and assisting colleagues as and when appropriate;

- Periodically provide accurate, detailed and timely information regarding all prospects and sales activities to the Director;
- Delivering excellent customer service at all times and through every stage of the customer journey;
- Undertake such other duties as may be required within the general scope of the job
- This job description may be subject to change, in consultation with the post holder, in response to new circumstances.

Working relationships with:
Internal: All company staff
External: Prospects, customers and suppliers

**Person Specification**
**Essential**

- Sound intellectual skills with a general education to 'A' level or equivalent;
- At least two years' experience of selling within a technical sector to businesses and end user consumers;
- A demonstrable track record of achieving sales targets;
- Excellent interpersonal and presentation skills;
- A can-do attitude to the workplace;
- The ability to work as part of the team and develop good working relationships at all levels within the organization;
- The ability to prospect for new business – business to business and business to consumer;
- Proven tracked record in sales and a thorough understanding of the sales process;
- A general technical understanding of heating, plumbing or construction ;
- Good knowledge of MS Office applications, in particular Word, Excel and Outlook;
- Experience of using a Customer Relationship Management system
- Numerate with good organisational and prioritisation skills;
- Logical thinker who is able to recognise opportunities for creating new business sales and improving customer services;
- Able to manage change effectively;
- Energetic, enthusiastic and resilient;
- Ability to work using own initiative;

**Desirable**

- Education to degree level or equivalent ;
- Experience of designing and selling Biomass heating solutions ;