

POSITION DESCRIPTION

REGIONAL SALES CONSULTANT

Award	N/A (Salary is above award)
Employment Type	Permanent Full Time
Reports To	Director
Reporting Staff	N/A
Place of Employment	Tropical Energy Solutions Office 1 Carse St Hyde Park, Qld, 4812
Probation	6 months with review after 3 months. The 6 month review is of both employee and position.

POSITION OBJECTIVE:

To efficiently and effectively offer and sell the Tropical Energy Solutions range of products and grow market share of the residential solar market throughout northern Queensland.

The role is to be performed with high standards of service to external and internal customers at all times.

KEY RESPONSIBILITIES:

The Regional Sales Consultant has the responsibility of selling solar solutions to the residential market throughout North Queensland, coordinating installation, and managing customer expectations. Duties include:

- Responding to inbound leads to generate quotes and close sales for new clients.
- Generate leads using existing lead generation channels (eg Solar Quotes, 3Quotes)
- Develop sales plans, marketing material, products base, and service offerings in conjunction with management.
- Conduct sales calls at customer premises as required.
- Provide a high level of customer service, respond to customer sales and technical queries in a timely and accurate manner.
- Order components and liaise with install teams throughout installation process.

- Be involved with supplier training, conferences, and company training.
- Report progress at team meetings.
- Participate and contribute to marketing campaigns and trade events as required.
- Meet sales and margin targets.

The primary area of operations currently centres on Townsville and Charters Towers with a smaller focus on the Burdekin, Hinchinbrook and Clermont regions. However, Tropical Energy Solutions is working on expanding our presence throughout the North and North West Queensland regions. The Regional Sales Consultant plays a key role in this development.

KNOWLEDGE SKILLS AND EXPERIENCE

- Ideally experience working in a similar role. Solar or Energy Management experience would be an advantage.
- Ability to quickly learn internal Tropical Energy Solutions systems.
- Ability to quickly acquire technical knowledge on Tropical Energy Solutions' range of products and services.
- Ability to confidently demonstrate the range of Tropical Energy Solutions' products to existing and potential customers.
- Proven keyboard and numeracy skills and sound working knowledge and application of Microsoft Office products including spreadsheets and Outlook.
- Excellent written and verbal communication skills.
- Excellent organisational skills and attention to detail.
- Demonstrated team player with a mature, professional approach combined with a positive attitude.
- Ability to work within a challenging and busy working environment.

QUALIFICATIONS AND TRAINING

- Possession of Queensland Class C manual driver's license

CORE COMPETENCIES:

These competencies relate to this role:

Teamwork

- Participate in team-based work environment and suggest improvements to team activities.
- Respect, encourage, and support other team members.
- Perform successfully in a range of team roles.
- Contribute willingly to team activities.
- Accept decisions, even those with which you disagree.

Customer Service

- Treat both internal and external customers with courtesy and respect.
- Work according to agreed customer service standards.
- Develop customer service standards within your role.
- Explore customer's expectations and base the service on this knowledge.

Communication

- Write in a clear and concise style, which is grammatically correct and well punctuated.
- Clearly express opinions, ideas, and information to colleagues and customers.
- Actively listen

Quality

- Work according to agreed quality standards.
- Monitor your work and identify opportunities for improving quality.
- Suggest improvements based on experience and customer expectations.
- Implement strategies for improving quality.

Environment

- Work according to agreed environmental standards.
- Monitor your work for opportunities to reduce adverse impacts on the environment.
- Report incidents and suggest improvements based on experience.
- Implement strategies for reducing adverse impacts on the environment.

Work Health and Safety

- Work safely and in accordance with the relevant work method statements and procedures.

- Encourage your colleagues to work safely.
- Identify hazards and assess risks in the workplace.
- Use organisational systems to identify and rectify hazards, near misses, and non-compliances with procedures.
- Anticipate problems and risks and modify work methods appropriately.

Efficiency

- Undertake tasks in an efficient and timely manner.
- Suggest improvements based on experience.

GENERAL

- This is a description of the job as it is at present constituted. It is the practice of this organisation periodically to examine employees' job descriptions and to update them to ensure that they relate to the job as then being performed, or to incorporate whatever changes are being proposed. This procedure is jointly conducted by the Director in consultation with those reporting directly to him or her. Therefore, you will be expected to participate fully in such discussions. It is the Organisation's aim to reach agreement to reasonable changes where identified.
- Employees may be required to undertake a variety of duties not related to their substantive role when necessary.
- Failure to maintain any licence or certificate, which is a condition of your employment, may result in demotion or termination as Tropical Energy Solutions is unable to guarantee your transfer to a position not requiring the said licence or certificate.
- All employees are expected to participate in training opportunities to maintain a current knowledge base and provide excellent service levels for internal and external customers.
- Abide by all existing policies, guidelines, and operational standards and as amended from time to time.



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WORK HOURS

Ordinary hours of work are 38 hours per week between 7am – 5pm as required.

The agreed salary includes payment for all overtime hours and no additional salary is payable for overtime.

Some out of hours work will be required for this role.

SALARY

Salary will be paid weekly via bank deposit.

Sales commission will apply after the three month probation term.