

INSIDE SALES ADMIN JOB DESCRIPTION

Position: Lead Intake and Management Specialist

Reports to: Sales Manager

FLSA Status: Non-Exempt / Hourly

Status: Full-Time

Compensation: ~ \$20 / hour plus referral bonuses for self-generating leads.

Benefits: Company provided laptop & phone, medical & dental insurance, professional development opportunities, retirement savings plan, referral bonuses.

Summary: We are seeking a highly organized and customer-focused individual to join our team as a Lead Intake and Management Specialist. In this role, you will be responsible for handling incoming calls and emails from potential clients, qualifying leads, and managing them throughout the entire process of lead conversion to a closed sale. The ideal candidate will have excellent communication skills, a keen attention to detail, and the ability to thrive in a fast-paced environment.

We are looking for someone who is passionate about renewable and solar energy and understands the importance of our mission to strengthen our local community by accelerating the adoption of clean energy technologies.

Essential Job Duties and Responsibilities:

1. Lead Intake

- Answering incoming calls and emails from potential clients in a timely fashion.
- Gathering necessary information to qualify leads effectively.
- Updating Sunspear's Customer Relationship Management (CRM) software with the outcome of calls, customer information and other relevant details as incoming leads are qualified and verified.
- Qualify and verify eligibility of prospective clients seeking our services including: residential energy consultations, EV charging installations, and energy services for commercial businesses.
- Understanding potential clients' needs and requirements and directing them to the proper department or sales consultant.

2. Communication

- Engaging with leads in a professional and friendly manner.
- Communicating product/service information to potential clients.
- Addressing queries and concerns promptly and efficiently.
- Place outbound calls to warm leads that have submitted inquiries through our website and other digital platforms.

3. Lead Management

- Coordinating with sales representatives to ensure a smooth handover of qualified leads.
- Tracking the progress of leads through the sales pipeline.
- Following up with leads to provide additional information and support.
- Keeping track of the calendar of multiple sales consultants, to book appointments with a minimum amount of re-scheduling required.

4. Documentation

- Maintaining detailed and up-to-date records of lead interactions.
- Documenting feedback and insights gathered from leads.

5. Collaboration

- Collaborating with the sales team to optimize lead conversion strategies.
- Providing regular updates on lead status to the sales and marketing teams.

6. Miscellaneous

- Actively look for sales opportunities and promote Sunspear through informing your personal network about the company and asking them to download the Sunspear App.
- Provide administrative support to other departments such as Ops, Accounting, and Marketing during your down-time as needed.
- Interact with team members in a polite and engaging manner.
- Participate in training modules to ensure constant learning goals to increase solar knowledge base.

Qualifications and Skills:

- High school diploma or equivalent; Bachelor's degree preferred.
- Strong customer service and communication skills and ability to provide exceptional customer experience at all times
- Clear communication and pleasant tone by phone, in person, and through email.
- Valid Driver's License and access to transportation
- A strong competitive drive and desire to help the Sunspear team grow and improve.
- Be friendly, outgoing, enthusiastic, good conversationalist and building rapport.
- Proficient with MS Office Suite: Excel, Word, PowerPoint, and Outlook.
- Ability to operate proficiently within the in-house computer software programs
- Excellent written and verbal communication, presentation, editing, and proofreading skills required.
- Able to take constructive feedback and coaching in order to optimize performance to improve the customer experience.
- Be resilient and have a thick-skin when interacting with difficult or frustrated sales prospects and clients.
- Be highly organized and able to work with deadlines.

Why start an exciting career with Sunspear?

- Be part of a fast-growing company (Top 3 in Hawaii), within a fast-growing industry that provides a valuable service of helping clients save money while simultaneously promoting sustainability.
- Company growth opens doors for career advancement, and we love to promote from within.
- A mentorship environment with a strong team of industry veterans to learn from and who will encourage you to be successful!
- Bonuses for sending us referrals!
- As a company, we have built a positive and family-style culture within the organization; we pride ourselves on a fun team atmosphere with result-based incentives.

Next Steps:

If you are a proactive and customer-centric individual with a passion for driving business success, we invite you to apply for this exciting opportunity. Join our dynamic team and contribute to the growth and success of our organization.

To apply, please submit your resume and a cover letter outlining your relevant experience and why you are the ideal candidate for this position.

Equal Employment Opportunity Policy

We provide equal employment opportunities (EEO) to all applicants for employment without regard to race, color, religion, sex, national origin, age, disability or genetics. In addition to federal law requirements, we comply with applicable state and local laws governing nondiscrimination in employment.