



## **Sales & Marketing Support / Customer Service Representative**

SolarCraft is the largest locally based solar and battery storage provider in the San Francisco North Bay. We have been leaders in our industry and our community for more than 37 years and are proud to be 100% employee-owned and operated. Our mission is to build a more sustainable and resilient community.

**SolarCraft is seeking an experienced, highly motivated Sales & Marketing Support Representative to join our Clean Energy Projects team.** The position will be full-time, based in our Novato, CA Headquarters. Full training is provided to make the right candidate an expert on solar, battery energy storage and the clean energy industry.

In this role, you will work across multiple departments to help SolarCraft achieve team sales goals and deliver the most value to its clients and the best client experience possible. While this list is not inclusive of all responsibilities, your primary focus at SolarCraft will be:

**Inside Sales** – Respond promptly and professionally to emails and calls from prospective clients. This critical teammate helps make our first impression with new clients, so speaking clearly in a friendly and professional manner is critical – helping to qualify sales opportunities and gather information from home and business owners, scheduling appointments with our team of energy consultants, researching opportunities via satellite imagery, collecting energy usage information and performing initial solar feasibility assessment.

**Sales Support** – Assist Energy Consultants, Marketing Managers and company leaders with sales and marketing activities, including generating weekly sales reports, answering questions about assigned leads, providing assistance with sales proposals and client project research.

**Administrative Support** - Enter leads and intake info into SolarNexus and other industry-specific software programs, creating DropBox Folders to store and organize project, obtain utility usage information, scheduling calendar invites with energy consultants.

**Client Contact and System Monitoring**– perform solar production tracking and reporting on projects after solar systems are installed at established milestones. This often includes sending clients ‘Solar Report Cards’ about solar production, cost savings, changes within industry and staying in touch with clients to seek referrals. This post-install process may include the creation and delivery of Owners’ Manuals to clients, and reporting performance issues to internal technical teams.

**Marketing and Lead Generation** – this role coordinates with Sales and Marketing team leadership for promotions and communicating special sales to clients and partners, as well as participate in production and delivery of SolarCraft online or digital media and company videos, and events (online or in person pending regional recovery).

**Qualifications:**

- Extremely organized and detail oriented
- 6 months+ Customer Service experience with positive attitude
- Consistently works in a professional and presentable manner appropriate with role
- AA Degree or higher
- IT/Digital Proficiency: must be able to use Microsoft Office, including: Word, Excel, and Outlook, and other Sales online tools

**WHY PEOPLE LOVE WORKING AT SOLARCRAFT:**

- Competitive Pay, paid time off + 9 company-paid holidays
- Health insurance with company subsidy
- Employee Stock Ownership Plan and 401(k)
- On-the-job training and education in solar energy
- Opportunities for advancement within a rapidly growing business and industry

SolarCraft is an equal employment opportunity employer.

Please send cover letter and resume to: [jobs@solarcraft.com](mailto:jobs@solarcraft.com)