

POSITION

# Sales and Retention Specialist

DATE

May 2022

LOCATION

COMPANY

Power NI

These roles will be based in our high spec offices in Antrim Technology Park, Muckamore, with blended home/office working options available once training has been concluded.

Salary: £19,500 up to £22,500

Shift: 37 hours across Mon – Fri, 9am – 5pm

At Energia Group, energy moves us to deliver careers that power a greener and fairer future. Across our two brands that serve the entire island of Ireland – Energia and Power NI – we supply hundreds of thousands of homes and businesses with positive energy solutions and innovative technologies leading Ireland’s decarbonisation efforts. We’re looking for people with positive energy who want to transform their ambition into impact in our environment and communities.

We have an exciting opportunity for a skilled Sales and Retention Specialist to join our team.

## Your new opportunity

Reporting to the Sales and Retention Team Leader, you will work as part of a team specialising in the retention and acquisition of customers. For this role we are seeking enthusiastic sales professionals who enjoy working within a target-driven, fast paced team environment.

The ideal candidate will have the ability to work as part of a hybrid working team and be highly motivated with a focus on providing excellent customer service.

## Your key responsibilities and accountabilities

Day-to-day, here’s what your new role would look like:

- Retaining customers and acquiring new customers via both inbound and outbound channels
- Moving customers between and into new premises
- Ensure the preparation for the weekly priorities meetings is completed
- Up-selling and cross-selling of products and services
- Develop and maintain positive working relationships both internally and externally
- Carry out all duties in line with company policies, procedures, and relevant industry guidelines
- Sales administration and support

## Our essential criteria

These are the qualifications, experience, skills, or knowledge you must have:

- Excellent numerical, spoken, and written communication skills with the ability to listen effectively
- Experience of sales and negotiation with customers in a contact centre environment
- Strong IT skills with experience of Microsoft Office
- A suitable place to work at home and good broadband connection

## Our desirable criteria

These help decide between talent who meet all the essential criteria:

- Experience of liaising directly with customers to promote the services of the company
- Experience of using contact centre telephony systems
- GCSE Education (grade A\*-C to include Math and English) or equivalent

## What You'll Need

- We will supply the IT equipment needed for you to do the role, but you will still need a stable and appropriate broadband connection that allows you to perform all the duties expected of your role.
- A dedicated, quiet workspace with a workstation, plenty of natural light, access to fresh air and no distractions. This cannot be a communal or space that is shared by other household members.

## Your competencies

These are the areas where we want to see your initiative and confidence shine:

### Drive for Results

Consistently delivers against targets. Able to prioritise and operate effectively even when under pressure.

### Judgement and Decision Making

Makes good decisions based on information. Knows when to ask for assistance & when flexibility is needed. Is open to the need to change and learns from experience.

### Communication

Clearly communicates thoughts & information. Able to speak and write in a clear manner. Able to empathise with internal & external customers.

### People & Team Development

Actively engages and works well with others and handles feedback constructively. Is committed to appropriate personal growth & development.

### Taking Ownership

Takes ownership of issues & ensures resolution. Seeks opportunities for feedback & improvement to be more effective.

### Managing Relations.

Develops & maintains effective internal (& external) working relationships. Cooperating well and sharing knowledge & experience with others.

## What we offer



23-25 DAYS HOLIDAY PER YEAR  
Plus 11 statutory



ANNUAL SALARY REVIEW



A MONTHLY COMMISSION BONUS



AND MORE...

- Employee assistance programme (Counselling Service)
- Wellbeing calendar
- Membership of sports and social clubs
- Subsidised gym membership
- Car parking
- Tea and coffee available



CAREER PROGRESSION  
Great opportunities and year round learning



HEALTH CASH PLAN



OPPORTUNITY TO BUY EXTRA HOLIDAYS

## Our additional requirements

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Day-to-day, here's what your new role would look like:

The job requires a considerable degree of commitment, flexibility, and adaptability on the part of the job holders to meet quality standards and work deadlines. The individual must have a forward-thinking approach and be able to work independently.



### If energy moves you...

Apply Now!

A reserve list will be held for six months in which you will be placed if you are suitable for the role.

Energia Group is an equal opportunities employer.