**POSITION DESCRIPTION**

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| **TITLE:** |  | Energy Sales Consultant (Outbound) |
| **DEPARTMENT:** |  | SME/Res |
| **LOCATION:** |  | Sydney |
| **START DATE:** |  |  |
| **END DATE:**  (*if applicable)* |  |  |
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## **DIMENSIONS**

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| **Make It Cheaper Values and Culture (DNA)** | | |
| **Trust**   * Fair * Transparent * Respect * Genuine * Accountable * Confidence * Good intent | **Passion**   * Drive * Energy * Commitment * Bold * Joyful * Belief * Teamwork | **Expertise**   * Professional * Encouraging * Learning * Knowledge * Sharing * Proactive * Challenge |

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| **About Make it Cheaper** |
| Make It Cheaper is Australia’s number one SME focused energy price comparison service, our purpose is to make it easy for Australian businesses to save time and money again and again.  Operating in SME as well as residential and large Commercial and Industrial segments, we are fast-growing (30% year-on-year) and highly entrepreneurial with ambitious scale-up and diversification plans. Having enjoyed phenomenal success over recent years, we are now looking to significantly improve lead efficiency, digitise and automate our customer experience and operations.  We are a fun group of 80 staff working on a single floor in a bright/open office overlooking Woolloomooloo Bay and The Domain. |
| **Culture** |
| The culture is positive, fun and vibrant with a lack of bureaucracy and red tape – we are looking for someone who sees the benefits of operating in such an environment. We believe in trusting, enabling, and empowering our people to do what they do best. New ideas with a solid business case will always be considered, so someone who wants to make a real difference will love this opportunity. |
| **Purpose of Role** (Why does this role exist, what is it designed to achieve?) |
| This role will see you on the phone, contacting people who have asked for our help to save on their household or business energy costs. During your contact call you will ask them to commit to a few minutes to talk to our Energy consultants who then take them through their energy savings options. |
| **Type of person most suited to this role** |
| You will be a driven individual who can demonstrate effective communication and influencing skills as part of a telesales process. You will be able manage your individual outcomes while also considering the end to end process you are a part of. You will be someone who enjoys working to clear targets and maximises sales using the opportunities provided.  The ideal candidate is generally confident, persistent and exhibits strong skills in the areas of communication and influence and has a desire to learn. |

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| **Key Areas of Responsibility** (Over what areas does this role have responsibility?) | | **Performance Indicators** (How will success be measured?) |
| * Hits weekly/monthly conversion targets * Consistently hits BEAP and Bill Scanning Metrics * Successfully hit daily MPAs * Consistently remains on top of their call backs * Successfully builds a strong pipeline and manages it effectively * Reviews compliance fails and learn from them * Integrates well within their team and uses their expertise to assist others * Ensures they remain focused regardless of their team leader being there or not * Demonstrates Trust in the business and builds positive working relationships * Provides excellent customer service and demonstrates in-depth knowledge of the MIC USPs * Attending work punctually and ensuring they are fit for the job a hand * Lives and breathes the DNA of Passion, Trust and Expertise | | Hits required monthly targets in the following areas:   * Leads / Call-backs managed * Conversion * Attachment * Quality Assurance * BEAP / Bill Scanning * Inputs quality data |
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| **Knowledge, experience and skills required** (Competencies) | | |
| **Personal/Behavioural** **1 2 3 4 5** Interpersonal skills  Flexibility  Big Picture Outlook  Process oriented  Relationship building  Team Work  Organisation/Prioritisation  Attention to detail | **Technical/Positional 1 2 3 4 5** Sales acumen  Pipeline Management  Customer Engagement  Product/Pricing Knowledge  Professional Communication  Adherence to Compliance  Customer Service | |
| **Key working relationships** (internal and external interactions) | | |
| Internal  * Team Leaders across the Business * Internal Captains * Colleagues * Business Services * Customer Support * Compliance | ExternalCustomers | |
| **Unique criteria** (eg travel, hours) | | |
| Can work from home, flexible working conditions, high speed NBN. | | |