



Business Job Title: Solutions Associate

Reports To: Director of Residential Sales

Department: Sales and Marketing

Supervises: None

Exemption Status: Exempt

Job Summary

The Solutions Associate will work within and in support of American Solar's existing and evolving sales and marketing processes. The position will focus primarily on the sale of residential solar electric (PV) and solar hot water (SHW) systems. This entails direct communication to prospective clients, including calls, emails and in-home presentations of solar solutions. The Solutions Associate will interface with American Solar's corporate units (engineering, accounting, construction, operations and customer service) when needed to facilitate the sales process or to remedy customer concerns. It is expected that the role of the Solutions Associate will expand over time, assuming the core position description and responsibilities have been met, in terms of increased responsibility and autonomy in making everyday client related decisions.

Essential Responsibilities

- Receive, document and respond to customer inquiries (calls, emails, in-office meetings) regarding.
- Manage the output of communications and marketing materials to prospective customers.
- Develop quotes, system designs, production estimates and financial models for perspective customers.
- Perform and/or coordinate residential site visits.
- Consummate the sale of residential PV and SHW systems in accordance with American Solar's sales methodology.
- Assist in the gathering of all site visit details required for clean submittal of new projects.
- Participate in customer HOA coordination, as needed.
- Prepare and organize all documents for new customers and submit complete contract package to Sales Administrator.
- Keep customer records up to date and report on status of prospective customers.
- Utilize sales tools and technologies as instructed with attention to accuracy and quality.
- Participate in various shows, expos and community events as a representative of American Solar.
- Establish and support a strong base of referring customers.

Qualifications – Required

Education: Minimum of a High School diploma; Bachelor's degree preferred.

Experience: Past sales experience with preference for in-home sales.

Other: Candidate must have a valid Arizona driver's license and a clean driving record.



Knowledge, Skills and Abilities

- Experience with solar or the ability to quickly understand the core concepts of solar technology.
- Willing to learn, employ and abide by American Solar sales techniques.
- Willing to work in close coordination with Sales and Marketing Team
 - Cannot have a sense of entitlement due to education or past experience
- Must be competitive and persistent to the extent of achieving performance goals and the desire to get better at his/her role, but not competitive at the expense of American Solar.
- Excellent verbal and written communication skills as well as excellent reading comprehension skills are required.
- Strong computer skills are required, including knowledge of Microsoft Office Suite products.
- Excellent organizational skills along with the ability to manage multiple tasks, set priorities and the ability to work within time constraints are required.
- Must be able to work effectively, patiently and pleasantly with other staff, customers and the general public.
- A well spoken, confident, articulate and genuine personality that will represent American Solar professionally and proudly is required.
- Must be punctual and willing to notify customer when running late for appointments.
- Must be enthusiastic and positive with prospective and current customers

Note: the Solutions Associate position, not unlike any other job, will include some tasks that are monotonous (printing out driving directions, assembling literature packets, etc). The Solutions Associate must understand this is a part of the job and is not beneath them. The Solutions Associate should be able to quickly identify themselves as a member of a top-notch team that is looking to maximize American Solar's saturation and quality of service in the Arizona residential solar market.

Physical Qualifications

- Long stretches of time sitting down and using a computer.
- Extended periods of time reading a computer screen.
- Repetitive motion for data entry (typing/clicking).
- Visits to job sites may require the ability to climb a ladder as well as periods of standing and walking around.

Disclaimer: The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this position. They are not intended to be construed as an exhaustive list of responsibilities, duties and skills required of individuals in this position.

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