



Job Title: Commercial & Industrial Account Manager

Reports to: VP of Sales

Department: Sales

Description

The Commercial and Industrial (C&I) Sales Account Manager will manage and grow GreenLancer's relationships with new and existing commercial and utility solar installer customers. This will be accomplished by providing a high level of customer support and technical knowledge over the phone and through the GreenLancer web application. Candidates should be intimately familiar with the solar industry and preferably have an interest in large scale solar and energy storage projects.

Responsibilities

- Manage assigned commercial solar installer accounts and quotes to meet or exceed sales goals
- [2021 Annual Commercial Sales Goal \\$1.5M](#) with a \$2M stretch goal
- Provide unparalleled customer service and support in order to yield a high level of customer satisfaction.
- Answer customer and team member inbound Calls, Quotes, Comments (CQC), and instant messages on the GreenLancer platform and communication apps 9-5pm in your local time zone.
 - a. Respond to Customer emails within 24 hours
 - b. Return Customer voicemails the same-day
 - c. Respond to team-member emails and slacks with urgency
 - d. Direct calls and inquiries to appropriate stakeholders.
- Interact and help manage the GreenLancer customer relationship management system (CRM).
- Identify new Commercial services and recommend potential fulfillment partners
- Grow existing Commercial customer accounts, collaborate with other account managers on their Commercial opportunities
- Identify, research, and resolve partner issues using analytical skills and Sharpspring Client Relationship Management (CRM)
- Identify new solar Commercial developers and EPC's that can use GreenLancer's Commercial solutions.
- Onboard and train new Commercial accounts on how to best leverage GreenLancer's solutions.
- From time to time, attend industry trade shows and conferences.
- Travel to customer accounts in-person as permitted.

Requirements



- Bachelor's degree with some quantitative studies Business, Marketing, or Finance preferred.
- 5+ years of experience in sales, account management, or related role.
- 2+ years of routine use of Excel for analysis, and graphically communicating insights regarding data.
- CRM software experience preferred.
- Dynamic communicator who easily creates relationships with outside partners to effectively influence behavior.
- Experience in residential solar sales, insurance sales, and home improvement sales are highly desirable.
- Ability to make insightful and relevant recommendations based on findings from data analytics; capable to gain command of data regarding assigned partners and workflow.
- Team player that behaves ethically, with highest degree of integrity at all times.
- Very strong organizational and communication (both verbal and written) skills.
- Strong computer skills; including Microsoft, Office Suite.
- Ability to adapt and work in an open, fast-paced, collaborative environment.
- Highly positive energy and can-do personality

Other Benefits

GreenLancer offers a generous employee reward package that includes:

- Comprehensive benefits including health insurance
- Competitive base compensation & commission structure
- Paid time off
- Cell phone allowance and/or reimbursement for car mileage car allowance
- Work remote from your home office
- Provided Laptop, monitors, Telephones (VOIP), standup desk.
- Flexible working schedule with proper coordination.

About GreenLancer

Founded in 2013, GreenLancer has helped over 150,000 homeowners and businesses go solar by connecting solar installers with specialty service providers on our web-based marketplace. Our mission is to accelerate the adoption of renewable energy by making solar installers more efficient and reducing barriers to solar expertise. In 2018, GreenLancer launched a telecom division (G-force Platform) that is accelerating the deployment of 5G and wireless communications.

We are an equal employment opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, national origin, disability status, protected veteran status or any other characteristic protected by law.