

Strategic Energy Partner



Specifics

Reporting to
Hub Lead

Practice/ Team
Customer Relationships Value Team (Business)

Business Service
Customer Relationships

Date
October 2024



Welcome

We're committed to making energy cleaner and cheaper for Aotearoa New Zealand.

Our Retail structure is made up of a network of empowered teams, united by a shared purpose and clear goals, equipped with the skills and capabilities to deliver value to customers end to end.

The way we work is just as important as the work itself. Alongside our Meridian Values, we are guided by three key behaviour shifts: 'Make people awesome', 'Set your compass on customers' and 'Progress over perfection'.

Responsibilities

- **Engaging Sales Presentations:** Deliver captivating sales presentations that highlight tailored solutions and demonstrate a deep understanding of their business sustainability goals and values.
- **Comprehensive Product Knowledge:** Maintain a high level of knowledge in all products, including an understanding of the target buyer, product positioning, and key benefits.
- **Effective Communication Skills:** Develop the skills necessary to articulate the unique benefits of our offerings, identifying compelling use cases that resonate with the long-term objectives of our customers, including building and implementing strategic decarbonisation plans.
- **Customer Satisfaction Focus:** Ensure complete satisfaction for all strategic customers by proactively providing personalised relationship management, regular performance reviews, and ongoing support to foster long-term stability.
- **Relationship Building with Key Decision-Makers:** Build and maintain strong, lasting relationships with key decision-makers within targeted industries, working towards mutually beneficial partnerships that align with Meridian's strategy and values.
- **Contract Negotiation:** Negotiate terms and close deals, ensuring that contracts are aligned with the company's strategic objectives and financial targets while meeting client expectations.

Role Purpose

Go beyond traditional sales activities by offering tailored energy solutions and guiding businesses on their journey towards decarbonisation. Elevate the customer experience from standard interactions to personalised, expert-driven solutions.

Cultivate strong relationships with strategic customers, including SMEs, Agri, and Corporate customers, through engaging sales presentations that highlight deep product knowledge and industry best practices.

Understand the unique needs of strategic customers, who require flexible solutions and collaborative innovation, and effectively communicate the benefits of energy solutions, including the development of long-term decarbonisation plans.

Skills and Experience

- A passionate advocate for customers, experienced in navigating complex product offerings while balancing customer needs with business objectives.
- Strong understanding of energy products and services, particularly in the context of sustainability and innovative solutions that support decarbonisation in the electricity industry.
- Exceptional communication and presentation skills, with the ability to engage and influence stakeholders at all levels, promoting collaborative innovation.
- Demonstrated ability to build and maintain relationships with key decision-makers, fostering trust and a shared commitment to achieving greater good together.
- A commitment to continuous learning and development, staying updated on industry trends and best practices to enhance customer engagement and service levels.
- Open to new ideas, approaches, and ways of working, continuously seeking opportunities for improvement and innovation.





Customer Hub Team Member

As a Hub Member, I am

- Responsible for cultivating enduring customer relationships
- Responsible for delivering exceptional support to customers in a range of areas
- Responsible for delivery of Hub Team KPIs and service targets
- Curious and innovative and passionate about customer experience and value
- Focused on building progression pathways and broadening skills in my toolkit – and supporting my Hub-mates to do the same

And, I am not

- Relying on a rigid set of rules to ensure I am doing the right thing at the right time
- Unwilling to take the opportunity to broaden my skillset
- Avoiding influencing critical change by failing to surface important feedback and insights

Role Purpose

Cultivate enduring customer relationships through exceptional multi segment sales, service and credit expertise.

Structure

Hub Teams are aligned to the Home and/or Business Value Streams and have a customer journey focus: connecting all 'the work' in an aligned sales, service and credit function based on customer needs and moments of truth

Subject matter experts from Customer Hubs may be borrowed and embedded into Value Stream squads each quarter.

Skills and Mindsets

Individual skills

- Passionate about your craft, delivering at the top of your game and learning everyday
- Strong communication and collaboration skills, able to challenge respectfully
- Effective customer engagement – ability to understand customer needs and add value to the customer

Mindset

- Openness to new ideas and valuing every voice, with a desire to develop ideas together in a collaborative way
- Ability to create an atmosphere of trust, inclusion, curiosity and continuous learning
- Willing to learn and work outside of your area of expertise where required

Key Responsibilities

Set your compass on customers

- Executes on Hub Team purpose to deliver exceptional customer service, which helps towards KPIs and service targets
- Continuously seek to enhance the customer experience
- Collaborate with Hub Leads to resolve impediments
- Assist in defining work practices, standards and frameworks that best serve the hub and quality outputs

Teamwork – Make people awesome

- Every member in a Hub is equally responsible for journey outcomes, providing seamless end to end ownership: no bouncing, no handoffs, no technical silos
- Foster a growth mindset, encouraging your peers to embrace challenges, persist through setbacks and treat every experience as an opportunity to learn

Continuous improvement

- Participate in Hub Team continuous improvement initiatives
- Continuously seek to enhance the customer experience
- Participate in key meetings with the Value Stream as required
- Gather feedback from customers to enhance our products and service offerings

