



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

- **Pipeline Growth:** Qualify, build, and manage a dynamic sales pipeline in CRM, with a focus on expanding business within SME, Agri, and Corporate sectors.
- **Customer Retention and Expansion:** Focus on retention by being a trusted advisor, identifying upsell and cross-sell opportunities, and ensuring that customers continue to choose Meridian for their energy needs.
- **Growth-Oriented Approach:** Ensure that all customer interactions drive growth for both the customer and Meridian. Leverage your expertise to align customer needs with Meridian's product offerings, ensuring long-term retention and satisfaction.
- **Customer Relationship Management:** Stay up to date with Meridian's full suite of products, services, and pricing options, and use your knowledge to deliver solutions that support the customer's business goals. Regularly review customer performance and energy use to provide proactive solutions.
- **Ongoing Customer Engagement:** Deliver proactive support, regular performance reviews, and tailored communication that keep customers engaged and satisfied. Continuously seek ways to enhance the customer experience, ensuring retention and long-term growth.
- **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

Make energy easy for businesses through proactive sales efforts and ongoing customer engagement, while fostering strong, long-lasting relationship.

Drive business growth and ensure customer retention across SME, Agri, and Corporate segments.

Lead sales growth by identifying new business opportunities, nurturing leads, and managing a diverse sales pipeline to expand and retain our valued customer portfolio.

Focus on delivering exceptional value in every interaction to support long-term success and customer satisfaction.

Skills and Experience

- **Sales-Driven Professional:** Strong track record in sales, with proven experience in driving growth and retaining customers across multiple business segments, particularly in the SME, Agri, and Corporate sectors.
- **Proactive Sales Mindset:** Confident in managing outbound calling and leading customer meetings, generating new business, and maintaining a robust pipeline to drive growth.
- **Industry Knowledge:** Deep understanding of the energy needs within SME, Agri, and Corporate sectors, with the ability to introduce energy solutions to meet those needs effectively.
- **Exceptional Communicator:** Skilled in both written and verbal communication, able to convey information clearly and effectively to all audiences.
- **Experienced Relationship Builder:** Proven ability to develop strong customer relationships, with a focus on retention, renewal, and long-term business growth.
- **Adaptable and Open-Minded:** 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

