Position description:

DER (Distributed Energy Resources) Operations Manager

Reporting to:
Asset Deployment & Operations Lead

Date:
November 2026

Location:
Christchurch

The role

The DER (Distributed Energy Resources) Operations Manager provides operational coordination for Meridian's distributed energy resource activities, initially supporting residential solar and Smart Hot Water.

This is a build and operate role. Alongside day to day delivery, the role will help develop the operational processes and frameworks that enable Meridian to deliver residential solar and other DER products simply, reliably and at scale.

A major part of the role will be establishing what information, documentation, approvals and controls are needed at each stage of delivery, who is responsible for them, where they are recorded and what needs to be complete before a job moves forward.

The role will work across customer-facing teams, internal functions and delivery partners to reduce delays and rework and help create a smooth, seamless customer experience.
With ADO as a home base initially the role operates within a cross functional squad focused on achieving Meridian's DER objectives.

Position accountabilities

Build the operational process
- Design, document and continuously improve the end-to-end delivery process, from sale through to handover.
- Define responsibilities, hand-offs and practical standard operating procedures, and guidance.
- Test through live delivery and scale learnings from the pilot.

Define information and documentation requirements
- Define what information is needed at each stage, who provides it and who owns it.
- Work with Sales & Concierge to capture it at source.
- Flag poor-quality information before it causes rework.

Distributed generation applications
- Prepare, submit and track applications with distribution businesses.
- Resolve missing information and keep status accurate.

Purchasing, invoicing and administration
- Manage purchase orders, approvals and invoice matching.
- Prepare customer invoicing inputs and keep supporting records.
- Remove unnecessary manual work.







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Position accountabilities (continued)

Compliance and documentation

- Maintain health and safety, contractor and electrical compliance records against each job.
- Build compliance into the normal workflow.

Workflow, delivery and installer coordination

- Monitor queues, deadlines and dependencies.
- Manage day-to-day installer relationships.
- Coordinate hand-offs and clear roadblocks early.

Customer journey enablement

- Make internal hand-offs seamless for the customer.
- Fix root causes of delays and repeat information requests.
- Give customer-facing teams what they need to provide accurate updates.

Process improvement and operational insight

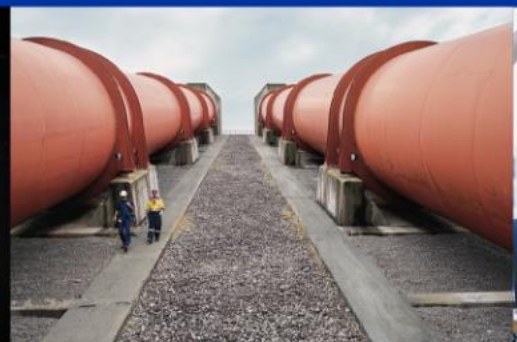
- Report on delivery activity and spot recurring bottlenecks and rework.
- Prioritise improvements.
- Help build the framework to move DER from pilot to a scalable model.

Knowledge, experience and skills

- Demonstrated experience developing or materially improving operational delivery processes in residential solar or a closely related technical environment.
- Practical understanding of residential solar delivery and the information dependencies between sales, design, network approval, installation, compliance and customer handover.
- Experience mapping workflows and defining process stages, ownership, hand-offs and information requirements, and developing SOPs, checklists, templates or operational frameworks.
- Experience in operational coordination, project support or service delivery.
- Strong attention to detail and accurate record keeping, with the ability to spot poor or missing information and address it at source.
- Strong organisation and prioritisation across multiple jobs, stakeholders and deadlines.
- Practical problem-solving and continuous-improvement mindset.
- Experience working with residential solar installers or electricity distribution businesses; broader DER, field services or New Zealand electricity sector experience is also valued.
- Experience with purchase orders, invoicing, workflow systems and document management.
- Takes ownership of the outcome, not just the administrative task, with an understanding of the overall customer outcome.
- Looks for the root cause of recurring problems rather than repeatedly treating the symptom.
- Makes hand-offs simple, clear and visible.
- Raises risk, uncertainty and delays early.
- Works collaboratively across customer, operational and technical teams.
- Comfortable building structure where a mature process does not yet exist; tests, learns and improves.
- Balances delivery pace with appropriate operational control.









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