



Sales Engineer

Specifics

Reporting to
Sales Engineer 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

- **Technical Sales Support:** Work closely with the sales team to provide expert technical guidance throughout the sales process, ensuring that solutions align with customer needs and decarbonisation goals.
- **Solution Design and Feasibility:** Collaborate with customers to design energy solutions, ensuring technical feasibility and alignment with both short-term and long-term sustainability objectives.
- **Product Expertise:** Maintain a deep understanding of all energy products and services, offering technical advice and presenting product benefits clearly to key decision-makers within strategic customer groups.
- **Customer Engagement:** Support strategic customers by delivering technical presentations and demonstrations, showcasing how tailored solutions can drive value and enhance operational performance.
- **Collaboration and Problem Solving:** Act as a liaison between Customer Relationships, and Business Value Streams, addressing customer challenges and ensuring that solutions are effectively implemented and supported.
- **Pre-Sales and Post-Sales Support:** Provide technical input during proposal development, product customisation, and system integration, as well as ongoing technical support post-sale to ensure customer satisfaction and success.

Role Purpose

As part of the Strategic Energy Hub, provide technical expertise and support to strategic business customers, guiding them through the sales process by offering tailored energy solutions that align with their unique business needs.

Elevate the sales experience by delivering detailed technical insights and collaborating with customers to develop solutions that drive decarbonisation and sustainable energy practices.

Partner with strategic SMEs, Agri, and Corporate customers to understand their specific challenges, offering expert guidance on product selection, application, and integration.

Ensure technical feasibility and communicate the value proposition of energy solutions, playing a key role in both pre-sales and post-sales support.

Skills and Experience

- Strong technical background with experience in energy solutions, decarbonisation technologies, or related fields.
- Proven experience in supporting sales teams and engaging with customers to deliver tailored technical solutions.
- Ability to communicate complex technical concepts in a clear and compelling way to both technical and non-technical stakeholders.
- Strong problem-solving skills with the ability to design and recommend solutions that meet both customer and company objectives.
- Collaborative mindset with the ability to work cross-functionally
- Experience in the energy, sustainability, or engineering industries, with a focus on technical product sales and support.





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

