



JOB DESCRIPTION

SunGift: SunGift Solar Limited (SunGift) are award-winning renewable energy specialists, based in Exeter.

Job Title: Design Team Administrator (full time)

Department: Domestic Sales Team

Responsible to: Head of Domestic Sales

Purpose of the role: At SunGift the customer experience is key to what we do. This role plays a vital part in maintaining SunGift's high standards of customer service.

As a Design Team Administrator at SunGift you will be responsible for supporting the domestic sales & design team and for facilitating the efficient running of the department.

Key Responsibilities:

- Preparing customer proposals for domestic PV surveyors
- Using 3D modelling software to design PV systems
- Designing and pricing initial quotes for customers
- Liaising with SunGift's customers, including dealing with queries and making follow up calls after quotations have been sent out
- Booking in survey appointments and managing survey calendar
- Responding to incoming enquiries via phone and email
- Working with other departments to facilitate the smooth running of projects
- Generally assisting the team with their day to day work
- Working with and assisting the project management team to ensure smooth running of domestic installations
- Monitoring team workload
- Raising and managing Distribution Network Operator enquiries
- Administering the client relationship management system
- Reporting to management with sales and enquiry figures. Ensuring that recorded sales figures are accurate
- Assisting other areas of the business with administration and organisation as required

The ideal candidate

The right candidate will have excellent organisational skills, be willing to work in a fast-paced environment and have the ability to learn quickly and adapt to a varied job role.

Ideally we are looking for someone to grow with SunGift so you need to have a keen interest in the renewable energy industry and a willingness to learn to do things the SunGift way. For the right candidate there is the potential to grow and develop your role within SunGift.

You must:

1. Be able to work in a busy environment and to deadlines
2. Be able to multi-task and prioritise effectively
3. Have excellent customer service skills
4. Have excellent organisational & interpersonal skills
5. Be adaptable, flexible and a quick learner
6. Be willing to assist in different areas of the business as required
7. Have excellent attention to detail

Expected Behaviour:

We expect all employees to be helpful, polite, and honest at all times. This is a key role within the company as you are often a customer's first point of contact with SunGift.

Training

Full training will be provided for all aspects of system design and implementation of administrative tasks. We would anticipate quite a steep learning curve for the successful candidate. Attention to detail is vitally important within SunGift and is often what sets us apart from the competition.

The opportunity to grow within the company is something SunGift encourages throughout the business.

Applying for the role

Contact: Beth Johnson, Managing Director.

Please send a CV and covering letter to beth@sungiftenergy.co.uk.