

Customer Engagement Executive (renewables, battery storage)

Moixa is a high growth venture and energy industry innovator which has established itself as the UK's leading residential smart battery storage company.

Moixa invents, manufactures and distributes smart energy technology including the Moixa Smart Battery range and Moixa GridShare - the battery asset management software platform that enables consumers, social landlords and utilities to use energy in an intelligent and useful way.

The Moixa Smart Battery has already been installed in a thousand sites throughout the UK in private customer, social housing and small business environments. Moixa systems have been involved in numerous projects for Government, British Gas, Scottish Power, Good Energy and many others.

The Moixa team is growing fast and we are looking for a Sales Executive reporting to Head of Consumer Sales / Team Lead and working alongside of our passionate team in London and Manchester. This is a very exciting time for Moixa, you will be part of an engaged team that can help shape the future of the energy storage revolution.

The position is **Manchester** based.

Responsibilities:

We are looking for a customer engagement executive that will be the liaison between Moixa and potential customers. Making outbound calls to customers that have registered an interest through our website that have yet to progress, with a view to complete a fact-finding exercise understanding their product interest and energy usage and arranging a call back from one of the sales team.

Responsibilities

- Manage high volumes of outbound and inbound calls in a timely manner.
- Follow Moixa's Fact-find script to understand customers profile and interests.
- Schedule call backs for design and quotations.
- Build good rapport and engage customers.
- Keep records of all conversations in company CRM in a comprehensive way.
- Achieve company call and booking target.
- Set call, email and text actions in CRM.

Requirements

- Previous experience in a customer engagement role – (Outbound caller)
- Track record of over-achieving targets.
- Strong phone and verbal communication skills along with active listening.
- Familiarity with CRM systems and best practices.
- Customer focus and adaptability to different personality types.
- Ability to multi-task, set priorities and manage time effectively.



- Ability to deliver the best customer service.
- Highly motivated and driven.
- Punctual and reliable.
- Background knowledge of solar and/or renewables would be a great advantage.
- Good written skills.

This is a fantastic opportunity for someone who is enthusiastic, self-motivated, driven and looking for a career in a ground-breaking sector of the energy industry.

Location: Clowes Street, Manchester

Salary: This role comes with a basic salary around £18k depending on experience. Target based with uncapped commissions. OTE £24,000

Starting date: immediately or ASAP

To apply please send your covering letter and CV to amanda.fudge@moixa.com

Reference Moixa/Man/sales