

## Position Description - Field Installer & Salesperson

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March 2010

**Position title:** Field Installer & Salesperson  
**Location:** Greater Melbourne  
**Reports to:** Project Manager, Field Manager, Supervisors  
**Term:** Full time Casual - hourly rates \$17.89 per hr (plus super) plus commissions and allowances  
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## Company Background

Low Energy Supplies and Services Pty Ltd (LESS) is a dynamic Australian environmental company that delivers energy and water savings to generate real financial and environmental benefits to Victorian residents and the community. With offices in Sydney and Melbourne, LESS has over 40 staff and a growing portfolio of programs.

We believe that it is possible to create tangible economic benefits from environmental stewardship. At LESS, we use expertise in energy, environmental programs, engineering and management to generate energy demand management and efficiency programs that make a positive difference.

For further information, refer to LESS website at [www.lowenergy.com.au](http://www.lowenergy.com.au) and [www.livegreen.com.au](http://www.livegreen.com.au).

## Position Purpose

The installer will promote and install energy and water efficiency products to householders in Melbourne. Installers will also be offering energy contracts to customers.

Installers will be paid a standard hourly rate plus commissioning if they exceed targets. Commissions will be paid for completed contract sales.

The installation project is a free of charge service to the community offering free energy saving lights and water saving showerheads, including free installation in the home.

This service saves residents money, helps to reduce greenhouse gas emissions and water usage with the labour thrown in for free.

While providing the free service, the installer will also engage the customer and offer an energy contract if the customer is interested. When offering and selling contracts, the installer must adhere to all relevant applicable industry codes and standards, regulatory scheme requirements and consumer protection laws, particularly in relation to door to door contract sales. The installer must also adhere to the training provided by the retailer and the Employer.

All training is provided including Occupational Health & Safety Standards, and installers are provisioned with all necessary equipment and uniforms, other than footwear.

The work will include installing light bulbs and showerheads, completing installation forms, talking with the householder about energy and climate issues, using a step ladder and other equipment, replacing, managing and reconciling stock and forms, returning old light bulbs to the warehouse, driving to locations, using a computer on a daily basis, as well as liaising and daily reporting to the Project Field Manager and team supervisors.

Staff will require excellent organisational and communication skills (including being proficient in spoken and written English) and have their own transport. Work will be largely alone in the field and a high level of trust is given to staff so self motivation and honesty is critical.

An eye for detail, and an ability to follow strict government regulations and business processes is essential.

A clean police check is also essential.

**Full training and ongoing support** will be provided to successful candidates.

## **Position Responsibilities & Duties**

- Represent the project and LESS in a professional and friendly manner;
- Door-knock households in Melbourne to encourage residents to take up the free offer of energy-saving bulbs and water-saving showerheads - via an on-the-spot installation, or arranging a booking for another time (at your discretion);
- Follow and adhere to all training, scripts and guidelines provided by LESS and LESS clients
- Follow and adhere to all requirements of the position description, market codes of conducts, regulatory and legal requirements or requirements set out in training
- Install energy-saving light bulbs in homes (and other properties, where required) - installation of 16 bulbs will take approximately 45 minutes, and water-saving showerhead/s (installation of one showerhead will take approximately 10 minutes);
- Leave calling cards at houses (under door or mailbox) for those not home;
- Communicate effectively and confidently with customers about the project, its benefits, the Victorian Energy Efficiency Target scheme, and related energy and environmental issues;
- Daily liaison with the Project Field Manager and Supervisor on productivity, issues, stock and other relevant matters;
- Complete and sign-off installation forms for each installation visit - check details are completed for each and return these to Project Field Manager or Supervisor each week;
- Ensure safe use, storage and return of equipment, uniforms and bulb supplies provided;
- Keep count of stock and completed installation forms correctly and neatly in a computerized Weekly Tally Sheet;
- Be punctual to storage location at allocated times each week for collection of bulbs and materials;
- Complete and authorise installation summary sheets and walk sheets for each day, for sign-off by Field Manager or Supervisor.
- Handle and report complaints, plus provide feedback to Field Manager or Supervisor and LESS on residents' responses, and the project's progress etc, as required.

- Correction of errors on installation forms including returning to the customer if necessary
- True and correct completion of Energy Contracts with customers including verification calls and delivery of completed contracts to the Employer within agreed timeframes.
- Complete weekly timesheets and supply to the Field Manager for processing within the required timeframes

## Relationships

The Installer receives direction from the Project Field Manager and Project Supervisor.

## Selection criteria

### Essential

- Excellent communication (both written and verbal), interpersonal and numeracy skills
- D2D Sales Experience or Installation Experience
- Ability to work independently as well as in a team environment
- Sound time management skills - ability to multi-task
- Capacity to understand project details and communicate them to the public
- Commitment to ongoing learning and proven ability to adapt to change
- Mature, reliable and responsible
- Patient and understanding of peoples time, financial constraints and privacy
- Needs to be able to reach & bend to install lights with a ladder and showerhead(s)
- Flexible
- Must commit to 5 days/week (regular days) hours ranging from 8am-8pm Mon to Fri, and 8am-5pm Sat/Sun
- Current clean drivers licence & own transport
- Clean police check
- Mobile phone
- Basic computer skills and have daily access to a computer

### Desirable

- Sales experience highly desirable
- Handyman background including around the house

- Roof racks or room in car for 6ft ladder
- Experience in carrying out similar work
- A second language
- OH & S Training/knowledge