



**TITLE:** Service and Sales Manager

**EXEMPT/NON-EXEMPT:** Exempt

**REPORTING TO:** General Manager

**OVERVIEW:**

The Energy Co-op of Vermont, where community ownership and sustainable energy practice meet. Established in July 2001, we've grown to serve over 2,500 of your neighbors in northwest and central Vermont. As a not-for-profit Cooperative, our members are our owners. When you choose to partner with us, you're not just a customer--- you're an integral part of our mission.

Our tag line "Use Less, Save More," reflects our commitment to helping members reduce energy costs while transitioning to renewable fuels. As a "different kind of energy company," we deliver heating oil and kerosene, but our goal is to promote energy efficiency and renewable energy adoption.

Our diverse portfolio includes the delivery of heating oil, kerosene, and wood pellets, along with comprehensive heating system maintenance, repairs and replacement for our members and customers. We specialize in installing highly efficient, cold-climate heat pumps, conducting cost-effective energy audits, and executing home weatherization projects. To ensure smooth operations, we maintain a fleet of fuel delivery trucks, a wood pellet delivery truck and several service vans all centered at our administrative and operational base in Colchester, Vermont.

Join us in shaping a sustainable future while enjoying the benefits of community ownership and energy savings. Apply now to be part of The Energy Co-op of Vermont Team. Candidates across all markers of identity (age, race, gender, ability, veteran status, communication style, etc.) are highly encouraged to apply.

**GENERAL DESCRIPTION OF DUTIES:**

The Service and Sales Manager will Lead Business Development within the Service department and will grow and manage the Energy Co-op of Vermont's service business with a focus on attracting and retaining employees, profitability, customer service, energy efficiency, and operational excellence.

**SPECIFIC JOB DUTIES AND RESPONSIBILITIES:**

- Lead, manage, train and evaluate performance of service team
- Attract, develop and retain service technicians, natural gas, fuel oil and heat pump installers
- Solve service-related problems for customers and members
- Keep regular office hours – minimum of twenty hours/week; assist with answering phone calls
- Build knowledge of industry developments and current practices
- Track and improve service department profitability, performance and efficiency
- Manage relationships with key parts and equipment suppliers
- Own and prepare annual service department budget and assist in strategic forecasting and reporting
- Partner with General Manager to design marketing program for equipment sales/service
- Train service technicians/installers to create sales opportunities during service calls and to assume responsibility for equipment sales
- Make site visits, provide quotes and close sales on energy-efficient heating systems, including cold-climate heat pumps
- Order all Equipment
- Utilize company software system to schedule, complete sales calls, service work and installations
- Manage physical inventory and maintenance and repairs for service vans
- Work cooperatively with office staff on invoicing and scheduling
- Manage, review and approve completion of service department paperwork, including complex service-related invoices
- Meet service department and Energy Co-op customer service standards

- Keep office staff informed on service-related activities and operational changes
- Maintain all certifications to include NORA Silver or Gold, Natural Gas and Refrigerant Usage Type-1 & 2 Certification
- Be punctual, professional and courteous
- Work with Weatherization Program Manager to integrate energy efficiency concerns into service work
- Provide technical heating equipment support to energy auditor(s), as time permits
- Research and cultivate new revenue sources
- Develop strategic business plans
- Develop network of contacts in the Energy field including utilities, energy, efficiency networks, other energy companies, parts suppliers, and business leaders
- In emergency situations, go on no-heat calls, complete installations and be available for after-hours calls
- Perform all other duties as needed or assigned

#### **QUALIFICATIONS:**

- Background in mechanical installation or repair
- Required certifications in NORA Silver or Gold; Natural Gas; Refrigerant Usage Type-1 & 2
- Minimum of 10+ years of related experience
- High school diploma or equivalent required
- Valid and clean driver's license is required
- Ability to form and lead community networks
- Excellent problem-solving and analytical skills
- Outstanding leadership skills and ability to influence
- Excellent oral and written communication skills
- The ability to utilize heavy equipment
- Manual Dexterity to evaluate, install and modify equipment
- Must be able to lift at least 50 pounds and, occasionally, up to 100 pounds.
- Work environments will occasionally include uneven surfaces, dirty and dusty conditions, and heights, such as may be accessible only by ladder or scaffolding
- Prolonged periods of standing, kneeling, crawling, or climbing ladders
- The ability to handle the stressor of the job