

POSITION DESCRIPTION

Director – Customer Relationships

Date:	1 June 2023	Line Manager:	Head of Energy Markets
Title:	Director – Customer Relationships	Direct Reports:	Nil
Team:	Commercial	Status of Position:	Permanent Full Time
Location:	Sydney, Melbourne	Date Reviewed:	1 March 2024

1 Position Summary

You will be a customer-centric leader, focussed on the green energy revolution. Your role will be focused on creating a leading customer experience for the commercial and industrial sector of renewable energy.

Reporting to the **Head of Energy Markets**, the Director – Customer Relationships is responsible for developing and executing customer-centric strategies, programs, and initiatives to enhance customer satisfaction, retention, and loyalty.

The Director will build strong and enduring relationships with the local community and industry, customers, relevant government bodies and stakeholders, ensuring their needs are met, and driving business growth.

1.1 Key Responsibilities

- Develop and implement a comprehensive customer relationship strategy aligned with the Squadron Energy's goals and values.
- This is to include a programme of growth, customer experience and customer relationship management
- Identify opportunities to enhance customer experience and engagement throughout the customer lifecycle:

Existing customers. Continuously improve the end-to-end customer experience by:

- Collaborating with cross-functional teams such as marketing, sales, and operations.
- Implement customer-centric initiatives and processes to drive customer satisfaction.
- Gather customer feedback, conducting satisfaction surveys, and analysing customer insights.
- Support all aspects of PPA compliance management, while ensuring the best possible customer experience.
- Leading, PPA variation negotiations as and when required to suit both customer requirements and changing business requirements.
- Offering and arranging site visits for customers.

New customers:

- Lead generation, origination and customer development
- Assist in the development of innovative energy products, responding to customers requirements

- Assist with implementation of alternate paths to market, and sale structures.
- Lead information sharing of industry trends, market dynamics, and competitive landscape related to renewable energy.

1.2 General Responsibilities

Health, safety, and environment	Comply with all workplace health, safety and environmental obligations and report any incidents, hazards and accidents to the safety and environment team.
Administration	Ensure all documentation is stored and recorded on the Squadron Energy document management system.
Reporting	Ensure that issues and risks are escalated/reported to management in a timely manner.
Financial	Adhere to Squadron Energy and project procedures for purchasing and expenditure in compliance with approved budgets.
Stakeholders	Maintain a professional relationship with all project Stakeholders.
Company	Ensure that all work is carried out in accordance with Squadron Energy's employee policies and standards.

2 Skills and experience

2.1 Experience and knowledge

- Proven experience (10+ years) in customer relationship management, preferably within the energy or renewables industry.
- Contract management experience, desirable.
- Solutions focused with the ability to work in a fast-paced and dynamic environment.
- Data-driven mindset with the ability to analyse complex data and derive actionable insights.
- Familiarity with Customer Relationship Management systems and customer analytics tools.
- Knowledge of renewable energy trends, technologies, and regulatory environment.
- Ability to thrive in a fast-paced, dynamic environment and manage multiple priorities effectively.

2.2 Skills

- Strong strategic thinking and problem-solving abilities.
- Excellent communication and interpersonal skills, with the ability to build rapport with customers and internal stakeholders.
- Superior stakeholder and time management skills and the ability to juggle multiple projects simultaneously.

2.3 Qualifications

- Tertiary qualifications in business, marketing, communications, or related field.

3 Core behavioural responsibilities for all employees

Our values drive everything we do and underpin the culture we seek to create. Integration of our ten core values into our employment practices and frameworks allows Squadron Energy to recognise and respect individual employees for their personal contributions to their roles, their colleagues, our company and stakeholders.

<p>Humility</p> <p>Be vulnerable, take risks to trust others.</p>	<p>Courage and Determination</p> <p>NEGU - we never ever give up.</p>	<p>Empowerment</p> <p>Go to your leader for advice, not permission.</p>	<p>Enthusiasm</p> <p>Be the most positive person in the room.</p>
<p>Family</p> <p>Support each other, always be kind.</p>	<p>Frugality</p> <p>Think of ways we can do things better, faster, cheaper, safer.</p>	<p>Generating Ideas</p> <p>Always be on the lookout for breakthroughs.</p>	<p>Integrity</p> <p>Do what you say you're going to do.</p>
<p>Safety</p> <p>Look out for your mates and yourself.</p>	<p>Stretch Targets</p> <p>Always be uncomfortable with your level of challenge.</p>		

Squadron Energy is an EEO employer and we value diversity within our company.