



CLEAN ENERGY ASSOCIATES, LLC

HUMAN RESOURCES DEPARTMENT

The Position Summary:

Company:	Clean Energy Associates	Type:	Full Time
Department:	Account Management	Reports to:	Account Manager Team Leader
Position:	Account Manager	Region:	Global
Location:	India (preferred)		

CLEAN ENERGY ASSOCIATES (CEA) provides technical due diligence and engineering services for solar and storage clients around the globe who are financial institutions, project developers, EPCs, IPPs, and PV power plant owners.

To learn more about CEA, please visit www.cleanenergyassociates.com

Are you...

- Passionate about solar energy and storage technologies and consultative services?
- Curious about becoming an expert in the solar energy field?
- Interested in working in a driven, cooperative and professional team with a passionate client care mindset?

Then keep reading!

Job Background:

As an Account Manager (AM) you will be the “voice of the customer” within our organization. Working with manufacturers can be challenging (and rewarding) and projects do not always run smoothly so the AM is there to champion the clients’ needs and ensure that CEA delivers the best possible business value. To achieve this, you will coordinate work among internal teams (Commercial, Project Operations, Technology and Quality, Finance), the client and manufacturer the client is working with, to ensure that everyone is aligned and working towards satisfying the project requirements. This gives the AM a unique insight into the work CEA does and provides them with daily opportunities to learn and grow as well as make suggestions to continuously improve how we work.

The Role:

- You will be responsible for driving client engagement for the entire project life-cycle, including client onboarding session, CEA service adoption, report review and delivery, report consulting, and issue escalation and resolution
- Coordinate with internal CEA teams on assigned accounts, in order to deliver customized client solutions that exceed client expectations
- Understand clients’ needs, maintain a high level of client satisfaction, and identify up-sell and cross-sell opportunities within currently held accounts
- Develop and maintain expertise of market and technology trends in order to understand clients’ issues and challenges; be able to educate clients on potential business need
- Host clients visiting Asia to meet with CEA/Suppliers
- Identify areas for continuous improvement of product and internal process efficiency

Your Ideal Qualifications:

- Bachelor’s Degree; background in Mechanical/Structural/Electrical Engineering is preferred, but not required
- Proven account management and project planning skills, ideally in a multicultural context
- A passion for consultative services and client facing duties
- A strong desire to improve expertise
- High level presentation and communication skills; able to present ideas to customers in a way that produces understanding and impact
- A proven ability to exceed expectations or targets
- Excellent command of English
- Quality Assurance background in manufacturing is a plus
- Experience working in solar PV and/or energy storage fields is a plus
- Proficiency in Mandarin or another language is a plus

CEA values taking ownership of the work and perform above and beyond, as such, we are seeking a candidate with the following traits:

- Ability to absorb information quickly
- Detail Oriented
- Exceptional time management and project execution skills
- Independent
- Flexible
- Perpetual Optimist
- Outstanding professional oral and written communication skills, including writing, editing and proofreading
- Excellent interpersonal skills and comfortable interacting with personnel of all levels

What we offer:

- The opportunity to work in a diverse global team covering multiple time zones and nationalities
- The chance to work with and learn from some of the industry’s most knowledgeable and passionate experts
- An exciting range of projects covering various technologies, geographies, and clients
- The chance to take charge of your own professional development and choose specific focus areas of interest within the industry and the business to work on and learn more about

Desired Start Date: Immediate

Seniority Level: Mid-Senior

Desired Length: Long-Term

Interested applicants should send a cover letter and resume to hr@cea3.com with the subject line: ‘CEA _Account Manager_ Your name’ as well as the file name of your resume.

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About Clean Energy Associates

CLEAN ENERGY ASSOCIATES (CEA) provides technical due diligence and engineering services for solar and storage clients around the globe who are financial institutions, project developers, EPCs, IPPs, and PV power plant owners. From our base in China, our team of engineers travel to factories around the globe to conduct upstream in-factory quality assurance via audits, production monitoring and pre-shipment product inspection. From our USA base, our engineering (IE/OE) team provides system design, energy forecasting, product benchmarking, and supply chain services. Downstream, we audit projects through the full cycle, including design, construction, commissioning, project performance, re-power and upgrade analysis, and warranty support. We serve the solar industry through our expertise in PV modules, racking, inverters and energy storage systems. Since 2008, CEA has reduced Buyers’ risks and improved returns on investments via technical assurance and engineering services covering more than 25 GW+ in 35+ countries.

Purpose: We believe that by helping our clients and stakeholders deploy solar and storage solutions worldwide we are creating a better future

Mission: To help our clients and partners deploy quality solar and storage solutions worldwide

Vision: To become by 2025 the leading global solar PV and energy storage engineering services firm that creates tangible impact with every client

Core Values:

We are excited to be working in the solar industry and seek your active involvement in building and strengthening our values into your daily life in your professional endeavors.

As a team, our core values differentiate us from our competitors and align our interests as a company, so we encourage all employees to practice and celebrate our values.

CEA Core Values:	Descriptions:
We are Family	We are inclusive and value diversity We appreciate and support each other We celebrate wins; teamwork is the key to our success
Have Fun	We value smiles and laughter We see synergy with our work and personal lives We strive for balance among work, family and community
Unending Curiosity	We approach people and problems with curiosity We always search for new ways to get things done We constantly seek to understand our market, improve our strategy and benefit our clients
Be Humble	We listen with empathy and understand with compassion We act with transparency and openness We admit our mistakes; success is infinitely divisible
Do the Right Thing	We do the right thing for the right reasons in the right way We act with integrity and authenticity, even when under pressure We are honest and listen
Results Matter	We know that getting things done counts most We consistently execute our work despite challenges We have a bias for action and search for answers
Own It	We take ownership of our actions and responsibilities We approach obstacles with the mindset that we can overcome them We honor our commitments and hold ourselves and each other accountable
Perform Above and Beyond	We ask ourselves “What more can I do?” We understand our work and strive to exceed expectations We define success by achievement and high client satisfaction