



CLEAN ENERGY ASSOCIATES, LLC

HUMAN RESOURCES DEPARTMENT | OPEN POSITION FORM

The Position Summary:

Company: Clean Energy Associates
Department: Account Management
Position: Account Manager
Region: Global
Location: Shanghai, China
Type: Full Time
Reports to: Account Manager Team Leader

About Clean Energy Associates

Clean Energy Associates (CEA), a solar and storage technical advisory firm, provides quality assurance and independent engineering solutions worldwide. We serve financial institutions, project developers, EPCs, IPPs, and power plant owners. From our base in China, CEA's quality control engineers travel worldwide to conduct upstream in-factory technical evaluations, including factory audits, production monitoring and pre-shipment product inspections. Our US-based product management and engineering (IE/OE) teams provide support throughout the project life cycle, from upstream supply chain management and supplier benchmarking, to downstream system design, construction, commissioning, performance assessment, re-power and optimization as well as warranty support. We serve the solar and storage industries 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 quality assurance, technical and financial due diligence and engineering services covering more than 25 GW in over 35 countries.

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:** ASAP

**Seniority Level:** Mid-Senior

**Desired Length:** Long-Term

***Interested applicants should send a cover letter and resume to [hr@cea3.com](mailto:hr@cea3.com) with the subject line: 'CEA \_Account Manager\_ Your name' as well as the file name of your resume.***