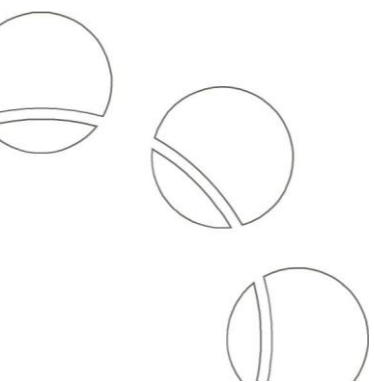


February 2010

HOME ENERGY ASSESSOR POSITION INFORMATION



Position Overview

At Energy Mad the Assessors are the front line staff who make the project happen. They complete the energy assessments and make recommendations to the homeowners within their regions.

This position is an opportunity for those who have an interest in energy efficiency and/or experience in the building industry to put their proven sales skills to good use by improving the standard of living, and reducing the carbon emission level within their own communities.

The Assessors work closely with regional Administrators, who book appointments with customers that have responded to the mail-out promotions. This means that there is no cold-calling or self-promotion required of Assessors, as the customers have initiated the process. Each assessment takes approximately 1.5 to two hours, during which the Assessor conducts an inspection of the home and interviews the homeowner/resident about their energy consumption. In many cases the Assessor will be provided with billing information from the previous year, which allows him/her to assess the current energy use of the home and look at where the biggest savings can be made.

The data and customer drivers collected through the home inspection and interview are then entered into the computer that each Assessor carries. This in turn produces a report, which summarises the home's energy usage and presents recommendations for improving the warmth, comfort and energy efficiency of the home. The Assessor's role involves explaining the results of the report to the customer/s and inviting them to make use of EcoSmartHome services to upgrade their home. These services include provision of products (e.g. heat pumps, clean air fires, insulation etc) at below retail prices. The Assessor then completes the relevant documentation, passing any resulting orders to the Administrator for further action. Post assessment contact with the customer is required to clarify needs, encourage action and arrange final quote details.

While the technical component of this position is obvious, the people skills required to carry out the service should not be under-estimated. The customer will need to feel comfortable with the idea of allowing the Assessor to inspect their home, and the customer's purchasing decisions will depend in part on their perception of the Assessor's credibility.

Skills Attributes and Attitudes

Assessors are likely to have proven sales ability and an interest in energy efficiency. They will enjoy the practical, hands-on nature of the role and will not be afraid to explore the deep, dark nooks and crannies of a house! They will also have the strong analytic and lateral thinking skills necessary to create an accurate assessment of the home's energy usage, and develop creative strategies for improvement.

Home assessment reports are generated via laptop and handheld computers. While specific training will be given for the proprietary EcoSmartHome software, prior experience with computers would be beneficial.

Assessors will be people who are deeply passionate about energy conservation and enjoy helping people improve the comfort and healthiness of their homes.

Whilst aspects of this role are quite technical, excellent customer service is absolutely vital. Assessors will enjoy meeting new people, building rapport and quickly establishing relationships of trust. As we all know, people are often unpredictable and human relations are infinitely complex, so Assessors will face tricky and delicate situations on a regular basis. This may include meeting family members of elderly customers who are anxious that their parents may be taken advantage of, or landlords of tenants who have booked assessments without consultation. The Assessor must be able to handle the unexpected with diplomacy and self-assurance.

Applicants for this position will therefore need to demonstrate strong customer service experience and sales ability, as well as some understanding of New Zealand home construction and the associated energy efficiency issues. While qualifications would be an advantage, experience, attitude, people skills and an extreme willingness to learn are more important.

On a practical note, the position requires a full driver's licence, clean police record and the physical capacity to conduct thorough home inspections. Health and safety is a primary concern, so this issue will be explored further in the application process.

The Auckland Project

EcoSmartHome is rolling out a new regional project in Auckland in partnership with Mercury Energy. Energy assessments will be offered directly to Mercury Energy customers in the greater Auckland area.

We are looking for three Assessors to join our team and undertake energy assessments in the greater Auckland region. The expected start date for the new Assessors is Monday 19th April 2010. Assessors will go through a two week training induction before the project is launched on Monday 3rd May 2010.