



Partner Support Manager - Sales Operations

BlueWave Solar (“BlueWave”) is a renewable energy company founded on a mission to make solar available to everyone, everywhere. BlueWave’s proprietary fintech platform delivers innovative, high-value products and services to its partners and customers, enabling communities and consumers to choose local, low-cost renewable power. From developing high-quality solar projects that allow customers to participate in BlueWave Community Solar, to financing residential rooftop solar with the BlueWave Home Solar Loan, BlueWave empowers its partners and installers to deliver a seamless home solar solution. That’s the BlueWave vision for a cleaner planet and our energy solution for the “100%.”

We have a rapidly growing team of experts focused on growing our solar loan footprint, refining our Solar Management Platform (SMP), developing community solar projects, and forging efficient capital partnerships to scale our business. We are constantly innovating to keep pace with the evolving energy industry, and that spirit of innovation is what drives our company’s dynamic culture. As a result, BlueWave is a Certified B Corporation and was recently recognized as one of the fastest growing private companies in Massachusetts by the Boston Business Journal.

As Partner Support Manager on the Sales Operations Team, you will play a key role in leading and managing a team of Sales Support Analysts to assist BlueWave’s installer partner network through the loan sales process. The ideal candidate is one that possesses strong problem-solving skills, attention to detail, and a track record of making sound decisions in a timely manner.

Employment:

- Full-time commitment working from BlueWave’s offices in Boston, MA
- Compensation: competitive salary, bonus, and benefits

Key Responsibilities:

- Lead and manage a team of Sales Support Analysts to assist BlueWave’s installer partner network through the loan sales process by handling significant volume of phone and email inquiries;
- Directly manage complex inbound phone and email inquiries from partners during the sales process;
- Manage and report to internal stakeholders on loan volume through daily, weekly, and monthly Salesforce reports;
- Assist with new market launches by communicating effectively with members of the Sales, Sales Operations, Operations, Products and Legal Teams;

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- Coordinate communication between partners and/or customers and BlueWave's Operations Team during the underwriting process;
- Work alongside the Quality Control Manager during the onboarding process of new installer partners;
- Keep accurate records in Salesforce of communication between partners and internal stakeholders;
- Identify, prioritize and offer up new ideas and process improvements to the Sales, Sales Operations, Operations and Product Teams;

Qualifications:

The successful candidate will possess:

- 3+ years of experience in the solar industry with a focus on the residential sector;
- Ability to lead and motivate a dynamic team of customer and/or partner support professionals;
- Strong organizational and communications skills;
- Results orientation and the ability to self-start in a fast-moving, entrepreneurial environment;
- Experience with data analytics and familiarity with CRM tools (Salesforce preferred);
- A great attitude and ability to be flexible;
- Ability to be a team player;
- Expertise in Microsoft Office, Excel and PowerPoint; and
- Bachelor's degree; MBA preferred.

Other Requirements:

- Typically, the employee may sit comfortably to perform the work. However, there may be some walking; standing; bending; carrying of light items such as papers, books, small parts; driving an automobile, etc. No special physical demands are required to perform the work.
- Risks found in the typical office setting, which is adequately lighted, heated and ventilated, e.g., safe use of office equipment, avoiding trips and falls, observing fire regulations, etc.

For further information please contact HR Manager Joelisa Tomaszewski
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