

Sales and Retention Specialist

Date

May 2025

Company**Location****Technology Park, Antrim or Bankmore Business Park, Omagh****Contract**

Permanent - Full Time

Working Hours

37 hours - Monday to Friday. No weekend or late-night work!

Hybrid Working

2 days working from the office and 3 days working from home

Salary

Starting salary £24,300 with opportunities to progress, plus an uncapped commission-based bonus with an OTE of £6,000

About Us

Energia Group is a leading energy company in both RoI and NI, dedicated to decarbonising Ireland's energy system. Through three key units—Renewables, Flexible Generation, and Customer Solutions (**Energia** in RoI, **Power NI** in NI)—we offer advanced energy solutions. We're committed to driving Ireland's renewable future and supporting local communities through initiatives like employee volunteering and community benefit funds.

Power NI, as part of Energia Group, is Northern Ireland's most trusted energy supplier, delivering the products, services and value that families, businesses and communities need today - for a greener, more sustainable tomorrow. We are NI's largest electricity supplier, energising over half a million homes, farms and businesses for over 90 years. We are driving positive change for people living here and for the future of our planet through sustainable, smart, affordable and customer centric products and services.

Our talented employees are our greatest asset, and we invest in their growth through Learning and Development programmes. We foster a safe, inclusive work environment, champion diversity, and are seeking people with positive energy to make an impact in their roles through a meaningful career with us.

About the Role

Reporting to the Sales and Retention Team Leader, you will work as part of a team specialising in the retention of customers.

For this role we are seeking enthusiastic sales professionals who enjoy working within a target-driven, fast-paced team environment. The ideal candidate will have the ability to work as part of a hybrid working team and be highly motivated with a focus on providing an excellent sales experience through great customer service. The start date for this role is currently 21st of July 2025.

TRUSTWORTHY

DYNAMIC

RESOURCEFUL

COMMUNITY FOCUSED

Responsibilities

Day-to-day, here's what your new role would look like:

- Retaining customers via Inbound or outbound channels.
- Moving customers between and into new premises.
- Acquiring new customers via both inbound and outbound channels.
- Sales administration and support.
- Up-selling and cross-selling of products and services, including new products available through 'Energy Transition.'
- Develop and maintain positive working relationships both internally and externally.
- Carry out all duties in line with company policies, procedures, and relevant industry guidelines.

About you

Key Criteria – What You'll Need

- Excellent numerical, spoken, and written communication skills with the ability to listen effectively.
- Experience of liaising directly with customers to promote the services of the company.
- Strong IT skills with experience of Microsoft Office.
- A suitable place to work at home and good broadband connection.

Desirable Criteria - These help decide between those who meet all the above key criteria:

- Experience of sales and negotiation with customers.
- Experience of using contact centre telephony systems.
- GCSE Education (grade A-C to include Math and English) or equivalent.





















If you are enthusiastic about this role but don't meet every single requirement, we still encourage you to apply. Your past experiences might be the perfect match for this or other positions, making you the unique talent we're looking for.

Energised for better

These are the behaviours, skills, and knowledge you need to be successful in our organisation:



Why you'll love it here

 Our Rewards	 Learning & Development	 Social Opportunities
 23-25 Days Holiday / Year +11 bank holidays	 Employee Assistance Programme	 2 Volunteer Days / Year
 Referral Bonuses	 Award Winning Wellbeing Programme	 Sports Clubs
 Health Care	 Pension Contributions	 Social Clubs
 Milestone Moments eg. length of service rewards	 Career Development	 Virtual Gym Membership
 Wellbeing Fund	 Learning & Development Programmes	 Employee Connect Groups
 Mentoring	 Green Team	

Awards

<ul style="list-style-type: none"> ESG Best Performer of the Year in the Green Awards Best Corporate Wellbeing Programme Women in STEM - Best Recruitment Campaign 	<ul style="list-style-type: none"> Special Award for CSR and Charitable Initiatives (UK Utilities & Telecom Awards) Utility Week Awards 2024 - Finalist Silver in Social Sustainability, Diversity and Inclusion initiative of the Year (Greener Possibilities) 	<ul style="list-style-type: none"> Bronze Diversity Mark Best Storytelling Award (Spider Awards) Business Working Responsibly Mark for responsible and sustainable business practices
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