Fire Mountain Solar LLC (FMS) is looking for a caring, energetic, loyal, and intelligent person to join our company in a very important role - providing world-class service to our clients as a Technical Inside Sales Representative.

Maybe this person is you.

FMS is one of the oldest leading solar energy companies in Washington state. Since 2001, we have been providing full service grid tie and off grid solar and alternative power system solutions for clients throughout Washington state, and also consulting, design, technical support and products to do it yourself clients across the US, Canada, and beyond.

Feel free to check out our website for more about who we are and what we do – www.firemountainsolar.com

Our clients and team members mean the world to us, which is why we need a dedicated team member who is both a customer service “superhero”, and who has the aptitude, interest and background needed to do technical inside sales and solar system design for both grid tie and off grid power systems.

Who Our Hero Will Be:

Our hero will work one-on-one with our clients to answer questions, proactively solve problems, and do everything possible to help them have a fantastic experience with FMS. S/he will design power systems, prepare detailed quotes, process orders, and provide technical support for clients and potential clients.

What Specific Superpowers are We Looking For?

- You’re naturally a “people person”. You love dealing with and interacting with all kinds of people. You come across as sincere, warm and genuine.
- You’re proactive and self-reliant. You are outstanding at following directions but also can think on your own, figure things out, and fill in the blanks when they’re missing. You don’t need super-specific details for every single little thing or need a lot of hand-holding or micromanaging.
- You’re emotionally mature. You don’t get frazzled, defensive, easily overwhelmed, or take it personally when faced with adversity, deadlines, or conflict, and can maintain a cool head and help others when they’re experiencing them.
- You’re an action taker and a strong finisher. You’re a self-starter and great at following-up and following-through to the very end of a project or task without needing someone to check in, micromanage, or look over your shoulder.
- You’re conscientious and detail-oriented. You take great pride in your work and want things done right. You appreciate the details and process and you don’t cut corners to sacrifice quality. You’ve probably already found spelling or grammar errors in this posting.
✓ You’re a “can do” problem solver and love helping others. You’re great at getting out in front of problems and enjoy proactively helping customers and co-workers with issues and challenges whenever (or ideally before) they arise.

✓ You like working collaboratively as part of a tight-knit, fun and very busy team. This isn’t just about helping customers - it’s about making a difference and taking care of others. That may sound corny or an exaggeration but it’s 100% true. We want someone who deeply agrees with our values and recognizes the importance of their role in what we do as a company.

Still with me? Wonderful...there’s still a bit more. In addition to everything listed above (because that wasn’t enough right?), you should also...

✓ Be fairly tech savvy with computers, the internet, and using software in general. We’re not expecting you to be a developer or programmer, but you should be pretty good with Excel, Word, Google Docs, and be a wizard at finding answers online. Knowledge of Sketchup would make us very, very excited.

✓ Have super-high integrity and a track-record of being honest, dedicated, and loyal.

✓ Be extremely organized and pay close attention to small details. We have to make sure things don’t fall through the cracks due to neglect or disorganization.

✓ You’re an excellent writer and use proper grammar. You can communicate well.

✓ Be flexible, able to adapt, and learn new things quickly. We are constantly evolving, improving, and finding better ways to do things. We need someone who can keep up and embrace change (or even help initiate change).

✓ Be responsive, reliable, and trustworthy.

✓ Have great interpersonal skills and a knack for making people feel understood, listened to, and cared for.

What Will You Be Doing?

Your position is two-fold in terms of its responsibilities.

In the “Customer Service/Sales” role, you will be working regularly with our clients to make sure that their experience with FMS is nothing less than world class. You’ll be answering questions, solving problems, and helping create over-the-top satisfied clients.

Some of these duties will be “reactive” where you might be responding to emails and phone calls, and providing product quotes. Others will be “proactive”, like following up with order information, updating price lists, helping create webinars and technical training documents, or writing customer thank you notes. Since in this role you will have significant contact and frequent ongoing communication with our clients, it’s crucial that you leave a phenomenal “Wow!” impression at every single encounter.
The second part of this position is the more technical role. This means that you’ll be a key player on our inside sales team. You’ll be doing things like calculating electrical loads and sizing power systems, compiling detailed components lists for quotes, creating single line drawings, helping clients program their monitoring system, and providing low-level technical support to assist our advanced design and technical support team.*

*Be sure to read our much less playful job description for more specifics about job duties and requirements.

Hours and Pay

This position is full time 40 hours per week, Mon-Fri, 8:00 am to 4:30 pm. Salary depends on awesomeness and experience and starts in the $20-$22/hr range and includes a health insurance stipend, paid holidays and paid time off (PTO). For candidates with a higher level of technical knowledge and experience, an increased compensation package is negotiable.

Who Shouldn’t Apply

Kryptonite deal-breakers for are things like:

- Having a “downer” attitude.
- Feeling entitled.
- Being intolerant, judgmental, or impatient with others.
- Gossiping, arrogance, dishonesty, laziness, and/or questionable integrity.
- Not accepting responsibility for your own actions.
- You’re only looking for a paycheck and not a purpose.

Lastly...

We love to have fun at FMS. We also believe in and live what we sell. We work hard, play hard, care about each other and live by a set of values and standards that makes our company a fantastic place to learn, grow, contribute, and find fulfillment.

If this all sounds good, then take the next step and apply. If not, no hard feelings at all. We realize this position is only for the right person.

Here’s How to Apply

Write us a cover letter addressing all the following:

1. Why you think you’re the person for this position. If you don’t have all of the relevant experience or skills, then tell us what makes you think you’d be great at this?
2. What would this position have to pay to make it worth your while? Why?
3. Describe your current or most recent position - what did you do and what did you like and not like?
4. If you don’t have a job, explain why. If you do have one, explain why you’re looking elsewhere.
5. What’s the hardest you’ve ever worked on something in your life? What was the result?
6. What do you do for fun?

Send both the cover letter and your resume to welcome@fmsolar.com. Oh...and when you send the email, please include a cute smiley face in the subject line of your email, like this : -) This is your first test to see if you are good at following simple directions, pay attention to details, and whether or not you even read this entire posting.

(Yes, there are some hoops to jump through for the application process. But we only want the right people on our team because this team is going very cool places. We hope you can understand.)

We look forward to hearing from you!