

1. How do you explain the complex technical operations of solar power mechanisms to clients?

When working with solar energy, you're responsible for describing sustainable energy services to clients and explaining how residential solar units work. This involves talking about scientific and technical topics in a way that the average person can understand. Interviewers want to know that you can discuss their products in an accessible and personable way. In your answer, describe your strategy for explaining terms in the solar industry and discussing technology in a relatable manner.

Example: *"I want to provide clients with quality education about their systems so they can make an informed decision about their purchase. I start by sharing pamphlets that they can browse independently, then I answer any questions they have. I like to use diagrams and pictures to illustrate how the systems work and avoid using technical jargon to make sure that they understand the basic idea."*

2. What strategies would you use to close a sale if a client continually scheduled consultation meetings but delayed making a purchase?

For many solar energy jobs, advertising solar units and making sales is a significant part of the position. Employers may inquire about your sales abilities and strategies. Use your answer to this question to describe how you guide clients through the process of buying a major purchase like a home solar unit.

Example: *"I'd provide them with an in-depth document with all pricing options, financing plans and design specifications guaranteed through a certain date. I'm happy to meet with clients and offer updates as needed, but I also want them to be aware that prices can change, and I may only be able to promise a deal for a certain amount of time."*

3. Explain how you manage client records and document details about solar energy systems for ongoing maintenance.

Solar companies often provide maintenance, upgrades and repairs for the units they sell. After you finish setting up a unit for a client, it's important for you to stay organized, track all communications and manage the blueprints for the system design. An interviewer may ask questions about documentation to determine if you have a long-term mindset about your projects and assess your organization skills. When you answer this question, list a few specific steps and strategies that you use in your work or offer an example.

Example: *"I prepare both digital and paper files with a unique client identification code where I store copies of all email communications, summaries of calls, blueprints and service requests. I include information such as their address and phone number, so it's*

easy to look up their file when I need to make repairs or update information about payment plans."

4. What would you do if several solar energy systems in the same neighborhood sustained damage from a storm?

Sometimes, [solar installers](#) have to respond to emergency situations to restore power for their clients. Interviewers may want to understand how you respond in a crisis situation to determine if you have the right mindset to help their team provide the best service possible to their clients. A good response shows problem-solving skills, leadership potential and planning. Discuss different ideas that you can implement to quickly serve as many clients as you can.

Example: *"During an emergency where multiple systems have damage, I'd start by contacting all of my clients to determine which ones have a backup generator and which ones don't. I'd start by coordinating repairs for the ones without any power first to ensure their comfort and safety, then coordinate with other techs to service the remaining clients."*