

Spending a Summer with IGS Energy

Chandler Frenken


A LITTLE ABOUT MYSELF


I come from Upper Arlington Ohio, a suburb of Columbus. Upper Arlington is a tight knit communal environment with a neighborhood friendly atmosphere. The STEP experience and vision for my project was to pursue an internship. The reason I choose an internship was because I really wanted to gain some real-world experience in my field of environmental sustainability. I also had a yearning for meeting professionals in the industry. I understood that the environmental field is growing and has a multitude of opportunities and routes to pursue. I have many different interests and hobbies and I love to learn which was the perfect situation for an internship.


What was I looking for in a company?


I wanted to find a company and internship that was focused on innovations for green energy, infrastructure, climate change mitigation, and keeping up with environmental regulations. I wanted to work for one of the top innovators in the establishment of a green future, and hopefully share a lot of the same ideals with many members of the company. Finally, I wanted the company to have been around for many years and values looking forward to the sustainable improvements no matter how substantial.

RESOURCES USED IN MY JOB SEARCH


 LinkedIn was my primary resource for locating internship opportunities. I found the benefits in connecting with different people and the “social media” aspects of the site

 Handshake was my secondary resource for the internship search. I used it to connect with on campus programs such as Career Fairs.

 Indeed was the third resource I used but I did not have as much success with this platform.



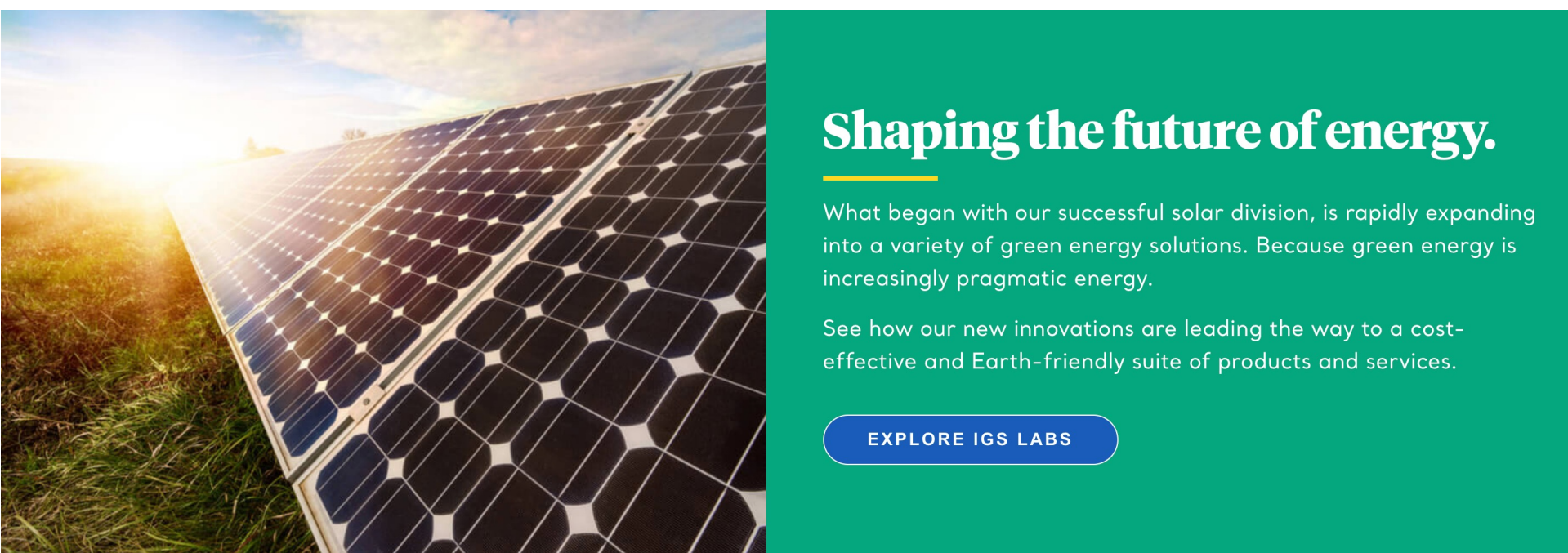
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 The Ohio State University

WELCOME TO IGS ENERGY

Why IGS?

- Family-owned company started out of Upper Arlington, OH
 - Over \$1.1 Billion in revenue across 13 different states
 - Over 1000 employees with unique positions
- Expanded market across gas and electric commodities, home warranty products, and solar initiatives.
- IGS Headquarters is a LEED Platinum Certified building
 - Mission statement is “*Lets go **green** for good*”



Carbon neutral by 2040
Protecting our planet for future generations.



Conscious Capitalism
Columbus chapter founding member.

Best Places to Work
Voted 3 years in a row.



“Even small strides are impactful. In this spirit, we’re taking steps toward becoming carbon neutral by 2040.”
SCOTT WHITE, OUR PRESIDENT & CEO
[READ OUR COMMITMENT](#)

Look who else is going green.

★★★★★ 2 days ago

I was treated in a very respect...
I was treated in a very respectful manner and the agent was friendly and answered all...

Joan Zoe Shugarts

★★★★★ 2 days ago

The phone call was very infor...
The phone call was very informative and very nice

Tammy

★★★★★ 2 days ago

They always have great rates
They always have great rates . Been happy so far

Steve

Rated 4.5 / 5 based on 11,589 reviews. Showing our 3, 4 & 5 star reviews.

★ Trustpilot

PERSONAL GOALS FOR INTERNSHIP

Goal #1

My first goal for my STEP project was to gain valuable experiences through my major here at The Ohio State University. I have so many interests and career goals that I want to pursue, and STEP is a great way to jumpstart my future. Through my previous work experiences did not have any major specific jobs. I have worked many different jobs from the bottom ranks, to a manager’s position. I understand the hard work necessary and the value of experience translating into other work applications.

Goal #2

My second goal was I wanted to focus on seeing a daily operation in the field and gaining a mentor through this process. I value knowledge and experience over everything, and building professional connections is a direct way to boost career opportunities. Working in a professional environment with people from all different backgrounds can feel daunting at times. I wanted to come out of this experience with the skills and knowledge to navigate the professional fields and gain connections along the way.



WELCOME TO THE INSIDE SALES TEAM

The IGS Inside Sales division was comprised of over 40 representatives all across the country that ranged from entry-to-expert level experience. The focus was to expand fixed rate commodity (electricity & natural gas) contracts for residential customers. IGS is partnered with solar, wind, and hydro-electric initiatives to source renewable electricity, while carbon offset programs were purchased for natural gas on customers behalf. This was only one division of IGS as there are many different opportunities to explore throughout the company.



KEY TAKEAWAYS FROM MY EXPERIENCE

1.) How to express yourself and an idea over the phone

Sales in-of-itself can be a challenging and intimidating process. It is already difficult to express ideas to other people, but over the phone was a new challenge for me. I learned the skills necessary to market not only what I was selling but put myself before the product to become successful.

2.) The role of a supplier for a future in renewable energy

I learned about the entire supply chain of electricity and natural gas. From start to finish, I can confidently explain the role of a renewable energy supplier, the advantages and disadvantages of different companies, what to look for in suppliers, fixed-rate contracts, etc.

3.) What it means to develop a “culture” in a workplace

IGS showed me what it means for everyone in an organization to buy into a mission statement, treat everyone with respect, and develop the employees in not only their professional, but personal lives as well. IGS prides themselves on workplace culture, a team-based approach to problems, and adapts to the current conditions in society to put its employees over profits.

4.) The importance of motivation, goals, and facing objection

It was essential to have a short-term memory, and not take things personally, especially when it comes to sales. The sales industry, especially with residential customers can be emotionally taxing. I learned to not allow other people to change or affect how I am doing. But if they did, I learned some skills to combat those issues and adapt to rejection, difficult people, or opposition.

INSIDE SALES REPRESENTATIVE IGS Energy | 6100 Emerald Pkwy | Summer Internship 2021
Learned the extensive details of the role of a renewable energy supplier, accommodating millions of people around the country. Making renewable commodity and home warranty sales to residential customers while providing customer service and a tenacious drive.

- Consistently upheld high weekly sales average throughout the term, coupled with high retention and closing rates ensuring sales with confidence
- Genuine desire to grow, learn, and succeed, consistently striving for positive attitudes while overcoming an array customer objections
- Strong negotiating, and listening skills while responding to customer needs and resistance
- Experience with a dialer and customer relations software
- Basic understanding of state and federal environmental regulations (NEPA, NESHAP, EPA, Clean Water & Air Act, etc.)

