



ENEVO ACCOUNT MANAGER, NORTH AMERICA - WEST

Enevo is a comprehensive logistics solution provider that saves time, money and the environment. Our goal is to become the leading global provider of smart logistics optimization solutions for the waste management and recycling industry – helping both commercial waste management companies and public organizations to operate more efficiently.

We are looking for an individual that has general sales and customer support acumen, and is excited to join an international team that is using a disruptive technology to revolutionize an industry.

Primary Responsibilities:

1. Inside Sales

Provide pre-sales support by making initial contact with prospective customers in the waste industry. Set up meetings for the sales team and keep them apprised of any updated customer requests. Conduct research on potential customers in order to understand their business model and how the Enevo solution could help them. Stay apprised of hauling franchise contracts within cities and develop and maintain a database with this information. Keep the CRM up to date with activities conducted.

2. Technical Support

Provide first level technical support for the Enevo solution. Work with Excel-based installation form to ensure that sensors are mapped correctly in the Enevo ONE dashboard. Coach customers on the optimal sensor installation and explain how the hardware works. Coach customers on the dashboard, graphs and how the data from the sensor is being interpreted. Work with both our US and Finland support teams to address any user requests or product improvements.

3. Project Management

Manage the post-sales process from order to delivery to installation with specific customers. Update customers on the status of an order or a delivery. Work with the local US sales team and Finland to ensure on-time and in-full delivery of Enevo products and accessories.

4. Training

Provide training needs for new and existing customers. Develop presentations and host both web-based and in-person trainings on the Enevo ONE dashboard and installation process. Help train new staff in the on-boarding process.

Job Requirements

- Ability to communicate with colleagues and customers in a professional manner both verbally and written.
- Excellent organizational/team work skills.
- Strong project, time and account management skills in order to balance tasks and meet established deadlines.

- Must possess computer proficiency in Word, PowerPoint, and Excel.
- Must have working knowledge of Salesforce or other CRM tools.
- Ability to work remotely and initiate, prioritize, and self-direct workload.
- Strong orientation to accuracy and detail.
- Experience analyzing contracts and performing financial cost/benefit analyses preferred.
- 2+ years of Customer or Sales support experience. Waste or SaaS industry specific experience preferred.
- Associates degree or equivalent, relevant experience. Bachelor's degree in Science or Business preferred.
- Travel as required for training, customer visits and sales meetings.

Structure: The position reports to the VP of Sales and works as a team with the East Coast Account Manager, based in Boston.

Compensation: We offer very competitive compensation and benefits packages, including equity.

To inquire, please call or e-mail Julie Vairo at 617-784-5686; julie.vairo@enevo.com