

Technical Sales Support

Sales Team – Berlin, Germany

Technical Sales Support

Envio is a technology service provider for building automation and agriculture. Our customers are some of the largest utilities, property portfolio managers, and public/government entities on Earth. As a Technical Sales Support you will work closely with our world-class customers and provide a professional, responsive, and informative experience.

We expect you to have a strong technical background with the ability to provide clear and simple instructions to ensure customer satisfaction and education. You are able to leverage the relationships with sales, marketing, operations and product teams to deliver value and insight to customers through every step of the customer cycle.

You have a deep understanding of Building Automation, Real-Estate, and the energy market, and are expected to learn what the impact of the company is in the market, and how to communicate the value of our product within the competitive landscape.

We expect you to leverage the freedom and agency we provide to take calculated risks, and for those risks to result in positive outcomes. Fostering relationships and ensuring follow up is key to our combined success. We are a sales-focused company, we give you the resources and opportunity for you to succeed.

At envio we are:

Collaborative - We believe teams solve big problems together

Resourceful - Workable solutions exist for every problem

Resilient - Try a dozen things a hundred different ways if that is what it takes

Disruptors - We invent things people didn't know they needed but can't live without

Pioneers - We take on complex challenges using new tools

Each one of our values is a part of our everyday interactions.

Minimum Qualifications

- Bachelor's or Master's in Business, Engineering or relevant field.
- 2+ years' experience in a similar position.
- Expertise with Customer Relationship Management software and processes.
- Experience working with sales, technology, and project management to complete the sales cycle
- Ability to empathize with customer needs and pain points
- Speak fluent business English

Ideal Candidates

- Experience in the Building Automation, Building Management, or Energy fields.
- Have connections in the above fields which can be leveraged to increase success
- Are willing to communicate with customers in many different time zones
- Speak German, French, Spanish, Chinese or other Major Languages

Primary Roles & Responsibilities:

- Work closely with Sales team to create and deliver a process driven client experience.
- Establish strong relationships with existing clients
- Provide feedback to internal team in order to elevate our product and service experience.
- Record & compile information and data about client and prospect interactions
- Work closely with the marketing team to provide accurate feedback on customer pain points to improve client personas and marketing messages
- Utilize CRM and sales data to quantify risks taken, communicating results to sales team members