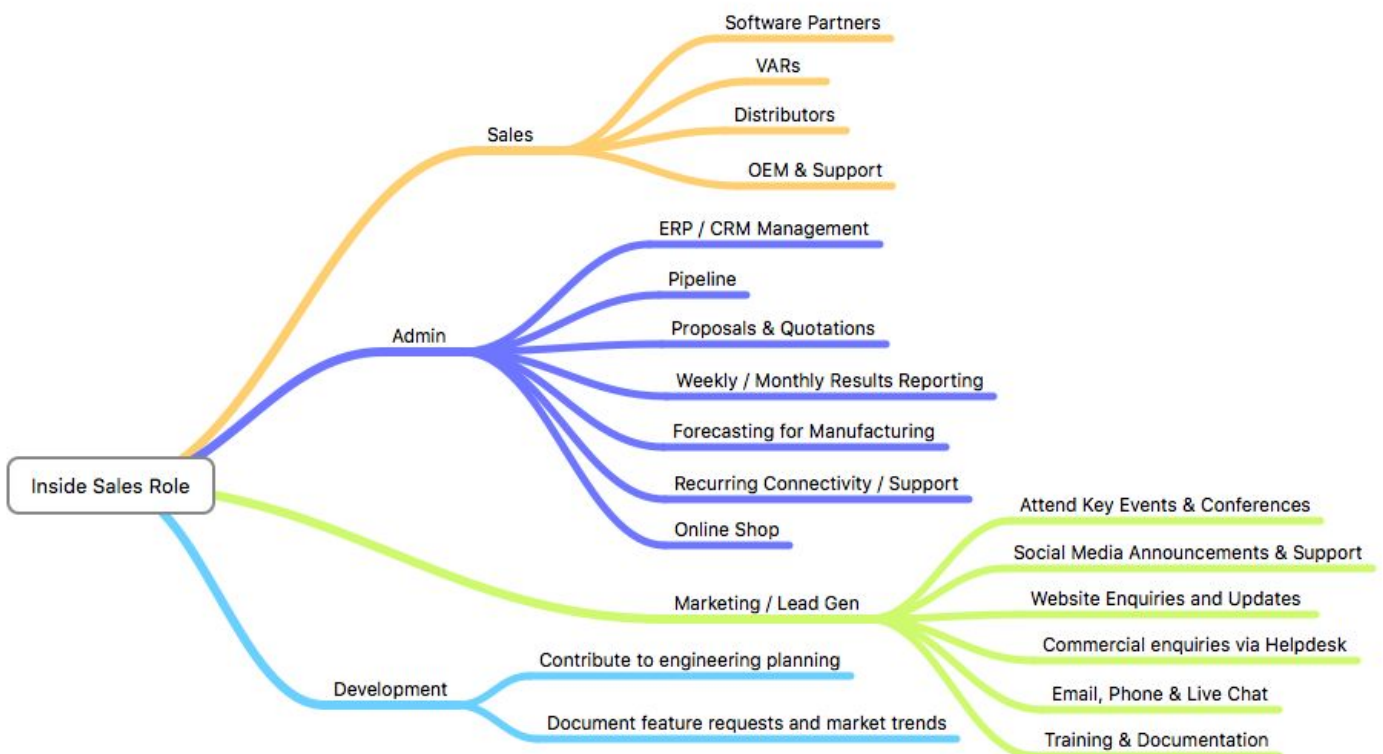


Job Description

Inside Sales

Limerick, Ireland



Job Description

This position connects the dots between customer requirements and solutions. You will communicate with customers through various channels, like live chat, email, phone and sometimes in person - and will need to map their needs onto a clear project specification or quote, and involve others on the team as needed.

Communicating quickly and clearly is the most important quality for this role and you will have flexibility to try new things that improve how the company manages inbound enquiries. Inside sales is the 'online' face of the company. In many cases, you will be the first to interact with a customer. Your responsiveness and care sets the standard for how the relationship will develop.

Many support enquiries have opportunities to improve our customer's experience by offering higher levels of service with support contracts or by expanding existing systems. It will be important to work closely with EpiSensor's technical support and operations functions to follow up on these requirements and to keep in regular contact with existing customers to make sure they are getting the most out of the systems they have invested in.

One of the most rewarding aspects of this job is that you can see near immediate results from your work. We gauge progress carefully within our Customer Relationship Management system. Keeping this system accurate and up-to-date is essential for driving the company's commercial strategy. This data feeds into our manufacturing plans to keep lead times as short as possible, and into our financial planning to ensure the company is well-resourced and stable. Ongoing financial communications will be essential, ensuring that all services and sales are fully billed and all invoices paid.

The interaction between sales and marketing is an important one. EpiSensor communicates news and updates through various channels. Providing analysis and feedback on the effectiveness of our events, updates and campaigns keeps our marketing activities focused and efficient.

Our engineering roadmap is defined primarily by listening to customer requirements. While we try to keep our engineering team as close to customers as possible, it's important that all departments filter, document and translate inbound feature requests and bug reports into a format that the engineering team can understand and prioritise.

We will consider all educational backgrounds and experience. We will train you on how to manage a pipeline, use the systems that run the sales function within the company and understand EpiSensor's technology.

Clear and calm communication, responsiveness, being interested in learning about our technology, believing in our mission and fitting in with our culture are the only essential requirements. Salary is negotiable.

Our Culture

Our culture is the most valuable asset we have. It has kept our team together through difficult times and let us enjoy better times together. Without it, EpiSensor would not be around today.

We have three core values that we have tried hard to knit into the fabric of the work we do. The first is kindness - and this applies to the way we treat each other and how we interact with customers, partners and suppliers. Our default position is always to try and look beyond a problem to the people and the reasons behind it, and to try to find and help with the root cause rather than react to the symptom.

Our second core value is the support of our people, our systems and our partners at any cost. EpiSensor's product range has been built from the ground up by working closely with partners who have trusted us to put something new out in the world at an early stage of development. If things go wrong - we work together to make sure problems are solved, regardless of the complexity, size or strategic importance of the project. We care deeply about the quality of our products, and we respect the trust our partners have placed in us by providing support beyond the call of duty. This also applies to how we support each other. If someone on the team needs assistance, inside or outside work, technically or personally, we will use every available resource to help.

Finally, we are loyal to each other, to the company and to our mission - which is to help accelerate earth's transition to sustainable energy with sensor data. We work with integrity and honesty, and we are proud of our track record which spans many decades, projects and companies.

Why work with EpiSensor?

There are huge opportunities to improve the way we use energy with the solutions that our partners built on top of the EpiSensor platform. Our aim is to show that it's not just possible to improve sustainability, but profitable.

The 5 Industrial IoT applications we focus on have a direct link back to our sustainability agenda:

- **Demand Response:** essential for having higher percentages of (intermittent) renewable energy generation on the grid
- **Energy Management:** give people the tools to highlight inefficiency and make decisions that reduce their consumption
- **District Heating:** increase boiler efficiency while improving the service level for end users
- **Refrigeration Monitoring:** reduce food waste and energy consumption by optimising temperature set points

- **Predictive Maintenance:** reduce maintenance visits and operate assets more efficiently

Each application above can be transformed by Industrial IoT - and with EpiSensor you can have a direct and significant impact on the progress we make.

Interview Format & How to Apply

Informal, up to 30 minute video interview initially. Subsequent interviews will be split between EpiSensor's management team and engineering team (both video calls and in person). We will go through an introduction to EpiSensor's history, products and culture, and talk about your background, experience, and objectives for the future. There will be follow up interviews for successful candidates.

Getting to the office (for subsequent interviews):

- Address is EpiSensor Ltd. Georges Quay House, Georges Quay, Limerick
- Phone number is +353 61 512 500
- There is parking on Mary St. (across from Absolute Hotel) or on Charlotte's Quay.
- When you arrive, call "31" on the Intercom - our office is on the 3rd floor.

How to Apply:

- Please send an email to jobs@episensor.com with a note on why you would like to join the team with some info on your background and experience.

Referrals

Do you know someone who would be a good fit for this role? We would love to hear from them!

Please send a note to jobs@episensor.com introducing us (with their permission of course). If they haven't already been in touch through another channel and they end up joining our team, we'll send you €250 as a token of our appreciation within 30 days of their start date.

Note to recruiters: please don't contact us directly about this position. We'll reach out to you if needed, thanks!