



Inside Sales & Customer Support Specialist

About Cala Systems, Inc.

Cala designs and builds intelligent heat pump water heaters that redefine the water heating industry. Combining advanced sensors, hardware, and predictive controls, Cala's system learns each home's unique hot water needs to improve hot water comfort, maximize savings, minimize carbon emissions, and provide first-of-a-kind features such as integrating with home solar and battery systems. Built by energy and hardware industry veterans and backed by leading climate and water investors, Cala began deliveries in Q3 2025 and is currently scaling production.

The Role, At-a-Glance

Cala Systems is seeking a resourceful, customer-focused Inside Sales & Customer Support Specialist to build and own our front line with customers. You will be the first point of contact for homeowners, installers, and Cala Pro partners, whether they're deciding to buy a Cala or need help with one they already have. You'll turn inbound interest into orders, own support cases from first contact through resolution, and coordinate with Operations, Sales, Marketing and Engineering to get customers what they need.

Since Cala is a highly technical product, this role calls for curiosity, strong problem-solving, and the ability to learn complex systems quickly. It starts as an individual-contributor role focused on establishing scalable sales and support processes, documentation, and best practices. It is expected to grow into a leadership position building a small Inside Sales & Customer Support team. It's based in our Wilmington, MA office.

A typical week looks roughly like:

- 40–50% customer support and technical troubleshooting
- 25–35% inside sales (inbound inquiries, quoting, follow-up, order conversion)
- 15–20% customer operations (orders, logistics, rebates, contractor coordination)
- 5–10% process improvement, documentation, reporting, and special projects

What Will I Do?

- Handle inbound sales and support inquiries by phone, chat, and email
- Follow up with leads and quotes, and connect homeowners with the right Cala Pro installer
- Support Cala Pro partners with onboarding, reorders, and territory coverage
- Troubleshoot product and technical issues, owning each case through resolution and escalating when needed
- Process orders, shipments, freight claims, and rebate applications
- Keep Salesforce and HubSpot current, and share customer insights with the wider team
- Build the documentation and processes that let sales and support scale

What Qualifications Do I Need?

- Experience in inside sales, customer support, or a related role
- Consultative selling style and the discipline to follow up consistently
- Excellent written and verbal communication; able to explain technical topics clearly
- Strong troubleshooting skills and curiosity to learn a complex product
- Highly organized, with sound judgment on when to escalate
- Self-starter who enjoys building processes, with interest in growing into a leadership role
- Extra credit if you have experience with HubSpot, Salesforce, MRPeasy, contractor networks, rebate programs, or HVAC/plumbing products
-

Want to Learn More?

Please email careers@calasystems.com with your resume and brief thoughts on:

- Why are you interested in joining a climate tech company, and how does it fit with your goals?
- Tell us about a time you owned a difficult customer issue from start to finish. What did you do, and what was the outcome?
- When the time comes for reference calls, what will your colleagues say about you?