

Job title – Building Performance Engineer

Post Location – USA

Salary – Commensurate with experience

Hours – Full Time 40 hrs./week Mon-Fri. arbnco offers a flexible work environment.

Job Brief

arbnco is looking for a Building Performance Engineer to join our arbn labs team, a young and fast-growing group of Building and Data Scientists, Engineers, and Software developers. The arbn labs team is responsible for defining the product roadmap and specific capabilities of our software products, developing the necessary software to bring the products to life, and supporting the sales and marketing teams to ensure customer success and delight. The successful candidate will support our pre and post sales activities in conjunction with the sales and marketing team serving our prospects and customers in the Utilities and Commercial Real Estate markets.

Responsibilities

- Collaborate with the sales team to identify customer needs and tailor the software solution accordingly.
- Conduct product demonstrations and presentations, showcasing the software's features and benefits to potential customers.
- Provide technical expertise and guidance during customer meetings, answering questions and addressing concerns effectively.
- Assist in the preparation of proposals, RFP responses, and technical documentation to support the sales process.
- Conduct competitive analysis and stay updated with industry trends to effectively position the software.
- Work closely with customers to understand their technical requirements and configure the software to meet their specific needs.
- Collaborate with cross-functional teams, such as product development and customer support, to ensure successful implementation and deployment.
- Conduct training sessions and workshops for customers to educate them on using the software effectively.
- Provide ongoing technical support and troubleshooting assistance to customers, ensuring their satisfaction, and addressing any issues that arise.
- Document and report customer feedback, enhancement requests, and technical challenges to the relevant teams for continuous product improvement.
- Build strong relationships with customers, acting as a trusted technical advisor throughout their journey with the software.
- Serve as a liaison between the customers and internal teams, ensuring effective communication and coordination.
- Identify opportunities for upselling and cross-selling based on customer needs and software capabilities.
- Continuously monitor customer satisfaction and success metrics, proactively addressing any concerns to maintain long-term relationships.

Requirements

- Bachelor's or master's degree in mechanical, civil, electrical, building engineering or a related technical field with building energy performance assessment experience

- Three to five years working experience in any of the fields of:
 - Building performance management
 - Sustainability Engineering
 - Net Zero
 - Building energy simulation
- Strong technical aptitude and ability to quickly understand complex software applications.
- Excellent communication and presentation skills, with the ability to effectively convey technical information to both technical and non-technical audiences.
- Solid problem-solving and troubleshooting abilities to address customer challenges.
- Ability to work independently and collaboratively in a fast-paced, customer-focused environment.
- Strong organizational skills with the ability to handle multiple projects simultaneously.
- Flexibility to travel occasionally for customer visits, conferences, and industry events.
- The ability to write programs or scripts in Python, C#, Ruby or similar languages is not a requirement but would be a very useful skill to have.

About arbnco

arbnco offers a cloud-based software platform for delivering commercial real estate improvement analysis to determine retrofit strategies for mitigating risk and improving financial performance of commercial real estate by:

- Reducing risk associated with inefficient property within the context of climate change.
- Improving asset investment performance, reducing operation costs and increasing value.
- Cost effectively generating strategic energy reduction scenarios.
- Expediting and safeguarding transaction processes and open site-specific retrofit opportunities.

arbnco is transforming the way commercial real estate looks at energy efficiency improvements. We started our journey in 2009 with an idea and a rented desk in central Scotland. Since then, we have grown into one of the leading software providers to the UK real estate market, working with some of the world's largest property investors. Together with our clients and their customers, we are saving energy, saving money, and helping reduce carbon emissions.

Start Date- As soon as possible.

Please apply via email to: info@arbnco.com

Please ensure you supply a cover letter and an up-to-date CV or Resume.