Biz Dev Associate

Make an Impact. Own Your Work. Help Build Something That Matters.

Some jobs ask you to follow a process. At Cala, you'll help build it. We're looking for someone who takes pride in doing great work, loves solving problems, and wants to be part of a company where their ideas, judgment, and contributions are valued.

About Cala Systems

Cala is reimagining how homes heat water. Our intelligent heat pump water heaters combine advanced sensors, innovative hardware, and predictive controls to improve comfort, lower energy costs, and reduce carbon emissions, including through integration with home solar and battery systems. Founded by energy and hardware industry veterans and backed by leading climate and water investors, Cala began deliveries in 2025 and is now scaling production.

The Opportunity

As our Inside Sales & Customer Experience Specialist, you'll be a trusted resource for homeowners, installers, and Cala Pro partners—from their first introduction to Cala through product ownership. You'll work across Sales, Engineering, Operations, and Marketing to solve problems, turn customer interest into sales, and improve how we serve customers. You'll be trusted to own outcomes, contribute ideas, and build processes that support our growth. Based in our Wilmington, MA office, this individual-contributor role has the potential to grow into leadership of a small team.

What You'll Do

- **Own the customer experience:** Respond to homeowners and installers by phone, email, and chat; troubleshoot issues and see them through resolution.
- **Turn interest into customers:** Manage inbound inquiries, quotes, follow-up, purchasing decisions, and connections to Cala Pro installers.
- **Build strong partnerships:** Support Cala Pro installers with onboarding, reorders, and territory coverage.
- **Keep things moving:** Coordinate orders, shipments, freight claims, rebate applications, and contractor communications.
- **Make us better:** Maintain Salesforce and HubSpot records, share customer insights, and develop scalable processes and documentation.

Who Will Thrive Here

You take ownership, want your work to matter, and value mutual respect. You're curious, resourceful, organized, and able to explain technical topics clearly. You build trust, follow through, and want to grow with a company where your contributions are visible.

What You'll Bring

Experience in inside sales, customer support, customer success, or a similar role; strong communication and organizational skills; a consultative selling approach; and curiosity to learn a technical product. Experience with Salesforce, HubSpot, MRPeasy, HVAC/plumbing, contractor networks, or rebate programs is a plus—not a requirement.

Why Cala?

Meaningful impact. Real ownership. Professional respect. Room to grow. Join a collaborative team working on technology that matters, where your ideas can influence decisions and your success helps shape the company's future.

Interested? Let's Talk.

Email careers@calasystems.com with your resume and brief answers to:

- What excites you about Cala, and what impact would you like to make?
- Tell us about a difficult customer issue you owned from start to finish.
- What would your colleagues say they can always count on you for?