Welcome to StormSensor!

StormSensor, a climate technology startup, is expanding our team! StormSensor works with cities across the U.S. to track how water moves through their storm, sewer, and coastal infrastructure. Our high-resolution data networks monitor flow and temperature every 5 minutes, while our proprietary algorithms and intuitive software provide cities with simple, practical insights to help them adapt to system- and climate-driven risks from flooding, sea level rise, tidal surges, and storms.

We are searching for an **Associate Field Engineer or Scientist to join the Customer Experience team,** who loves talking to engineers about water, is passionate about creating vibrant communities, thrives with remote work and in the field, and integrates perfectly with our team. Communication skills are paramount. Being able to work directly with public works employees, environmental engineers, designers, analysts, scientists, and customers is all part of the job.

At StormSensor, our customers are our reason for being, and so our objective as the Customer Experience (CX) team is to do whatever it takes to make our customers successful at whatever it is they are trying to accomplish with the help of our technology. Their success is StormSensor's success as well.

This means that life in CX brings something different each day—whether it is deep diving into the scientific and technical aspects of flow modeling or sensor network design; talking product with our hardware or data science teams; helping our cities figure out what exactly the data shows is going on in their sewers; or working in the field alongside city crews or our contractor partners to get our sensor networks into the ground. The CX team is a crucial part of the sales and marketing process, and as the owners of customer relationships, we are responsible for making sure our customers stay with us and that we are successful together.

About You

You have excellent communication skills, you love reaching out and following up and making sure that everybody we work with, from customers to partners to contractors, are on-board, performant, and happy. You are comfortable working with the people who get their hands dirty and understand our sewer and infrastructure like no other—as well as with the people in the mayor's office. And importantly, you too are comfortable getting your hands dirty and supporting and managing field efforts.

<u>In an Associate capacity, you will spend up to 75% of your time in the field, working directly with our customers.</u> Tasks include scouting out local issues and sensor locations, overseeing physical installations, making sure our physical sensor networks are in top condition, and helping our customers integrate and embrace StormSensor's data and analytics into their daily

workflows. Your local presence is an incredibly powerful way to understand the unique problems in stormwater and urban flooding management that each city faces.

To that end, you will develop a working understanding of a variety of topics, including urban infrastructure, stormwater and sewer management, urban flooding, coastal and climate behavior, and water quality protection. In addition, you will learn the StormSensor hardware, networking, and data processing stacks in detail in order to diagnose and troubleshoot issues and help our customers get the most out of our data and analytics.

In addition, you are:

- Naturally inquisitive. Curiosity is a strength!
- An excellent communicator with strong written and verbal communication skills.
- Able to solve any problem you put your mind to, or at the very least you can figure out the best person to solve that problem.
- Convinced that anything is possible! It's just a matter of figuring out how.
- Comfortable being uncomfortable. You have the courage to get through tough situations and tough times.
- A mentor. You can communicate collaboratively with everyone, both team members and customers.
- Able to ask for and accept feedback gracefully and effectively.
- Able to bounce back from failure and realize you're not in this alone.
- Egoless (or at least as much as is reasonable for a human to be). You'll make mistakes, you'll fix mistakes, you won't judge others' mistakes, and you'll grow from each experience.

Roles/Responsibilities

- Be the primary interface with customers through the customer lifecycle and to manage and resolve any essential situations.
- Scout and design sensor network installations.
- Conduct field support for installation contractors and city installers.
- Perform initial onboarding of customers, and navigate then through the installation and setup process, ensuring adoption and ongoing engagement throughout the customer's lifetime.
- Conduct ongoing data analysis and review to ensure the customers' networks are functioning ideally.
- Develop presentations and present findings to customers and their supervisors.
- Capture relevant information to complete at least one case study per customer.
- Perform periodic customer success reviews that confirm satisfaction, resolve issues with the help of the Technical Support team, and encourage network expansion and software upgrades with existing customers.

- Develop processes and best practices to ensure customers are realizing the greatest possible value from their StormSensor network.
- Provide expert customer insight to product management, marketing and sales on what innovation and improvement in the user experience, product capabilities and features, and customer engagement processes that ensure rapid adoption, as well as high renewal, upgrade, expansion, and referral rates for each of our customers
- Work closely with the sales team from the proposal stage on to ensure smooth transition to installation and customer support.
- Exceed all performance targets, including maintaining high unit renewal rates

Requirements/Skills

- 0 to 3 years of relevant experience, e.g., civil/environmental consulting, environmental technology, or customer/client-facing roles
- Degree in civil/environmental engineering, environmental science, geology, geography, or another technical field rooted in the natural systems
- Knowledge of data science, stormwater modeling, sewer/hydraulic engineering, and/or urban geography/GIS a plus
- Excellent leadership, communication, interpersonal, and customer service skills
- Great planning, organizational, and creative thinking skills
- U.S. work authorization
- Location: remote, based near Midwest or East Coast hub airport (Chicago, Detroit, Miami, Boston, or New York preferred)
- Travel required up to 75% (i.e., 3 weeks per month)

Benefits & Perks

- Compensation: DOE
- Monthly health insurance stipend
- Unlimited paid time off
- Remote work + tight team
- Passionate, collaborative, and generally awesome co-workers

Note concerning travel during COVID-19 pandemic: StormSensor is considered an essential service provider (water/wastewater) and continues to travel to customer cities during the pandemic. We follow all CDC guidelines to ensure safety of our team and our customers.

To apply, please send your resume and cover letter to jobs@stormsensor.io with the subject line "CXA." If you have a portfolio of data science work, please include that in your email as well (optional – data science experience not required).