



## Sales Support Specialist

### About the Job

This exciting role offers the opportunity to work closely with our CEO, gaining hands-on experience in sales and administrative processes that drive our success. Fluency in English is key, as you'll be building strong connections with our international customers—a cornerstone of what makes PaneraTech thrive.

Based in **Northern Virginia**, you'll work from our brand-new office near Fairfax City at least three days a week. We're looking for someone with potential, adaptability, and a growth mindset who's eager to learn and grow in a collaborative and innovative environment.

If you're ready to bring your expertise to an exciting role with opportunities to make a difference, we'd love to hear from you!

### Who We Are

PaneraTech is a high-tech company that serves manufacturers in over 40 countries. Our disruptive technology offers unparalleled solutions that are often patent-protected. Industries that use high-temperature processes, such as glass and steel, rely on PaneraTech to solve the major challenges they face. We leverage both AI and human expertise to improve efficiency, worker knowledge, and safety. We help in two major areas:

- Asset Life Extension - With our patented solution in the glass and steel industry, we help manufacturers make data-driven decisions using sensors, data, and AI. This results in longer asset campaigns safely with higher annual production
- Enabling the next generation of workers - Heavy industries have relied on the experience of employees who worked for 20-30 years in one plant. As a generation of operators and engineers retire, we bridge the experience gap with technology, data, and expertise. We offer solutions to our customers to make their process more data-driven so that an early career workforce can flourish.

### Working at PaneraTech

At PaneraTech, you will be part of a global, innovative and hybrid working team. Our office is based in the United States with employees spread across Europe, Asia, and South America. In this collaborative and inspiring culture that is fostered by a creative and intellectually stimulating work environment, you will be encouraged to bring the best out of yourself and your colleagues. We are looking for professionals willing to work in a fast-paced environment, cannot wait to excel in their work and are crazy about improvement! We recognize our colleagues' achievements and both individual and team performance is valuable to us.

### Requirements

- Bachelor's degree in Sales, Marketing, Social Sciences, Business Administration or a related field from a recognized and reputable university.
- 3-5 years of experience in Sales, Business Development, or similar roles, preferably in technical environments
- Must reside within commuting distance of Northern Virginia and have the ability to work on-site three days per week.
- Fluency in English, both written and spoken
- Familiarity with Salesforce or similar CRM tools is preferred
- Exceptional written and verbal communication skills, coupled with strong interpersonal abilities to engage effectively with diverse teams and customers, and deliver clear, professional presentations
- In-depth understanding of customer expectations and technological solutions
- Talent in business or sales development, with strong persuasion and follow-through abilities; detail oriented and creative in problem solving
- Strong analytical skills and a data driven mindset
- Excellent organizational, documentation, and time management abilities
- Understanding of project management and working on multidisciplinary projects
- Capability to work effectively with key stakeholders to align on project scope and priorities
- Goal-oriented with a strong focus on achieving results
- Highly self-motivated and adaptable, with a proactive and collaborative mindset

### **Key Responsibilities**

- Support sales executives in managing workflow processes, preparing reports, and conducting analyses
- Draft contracts, technical specifications, and customer related documentation
- Handle customer orders, record them in the system, and monitor the order process
- Maintain and strengthen long-term relationships with existing customers
- Act as a communication bridge between customers and internal teams, such as Project Management, Engineering, Production and Marketing, ensuring efficient and timely communication
- Address customer complaints and requests by coordinating with relevant departments and providing aligned solutions
- Conduct business intelligence analyses to identify workflow issues and recommend process improvements

- Evaluate regional standards and product requirements, offering solutions using existing products
- Ensure that products are developed and delivered in line with customer expectations

### **Benefits**

At PaneraTech, we recognize that our employees are the driving force behind our success, and we are committed to creating a positive and supportive work environment. In addition to the exciting opportunity to shape the future of disruptive technology solutions, we offer a comprehensive benefits package designed to enhance your well-being:

- Competitive monthly net salary
- Private health insurance
- 18 days holiday per annum
- A transparent work environment
- An agile structure that values open communication and instant feedback
- Opportunities for personal and professional growth
- A global and diverse team dedicated to improving the company and every single colleague within

### **Application Instructions:**

If you are interested in this opportunity, please submit your application by applying via LinkedIn or through our company website below. We look forward to reviewing your application and learning more about your qualifications!

<https://www.linkedin.com/jobs/view/4128624666>

*PaneraTech is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees. We do not discriminate based on race, color, religion, sex, sexual orientation, gender identity, national origin, disability, age, veteran status, or any other legally protected status. All employment decisions are based on qualifications, merit, and business needs.*