

Service Manager – US

NEL Hydrogen has positioned itself as a global player for the rapidly growing hydrogen economy. We develop and manufacture complex products to which service and installation are not only critical to our business, but are also essential tools for collecting information that improve ongoing product improvement.

About the job position

As a Service Manager in the NEL Hydrogen Inc. – Service Department, you will be responsible for managing the final assembly, installation, commissioning, service and maintenance of hydrogen fueling stations and electrolyzers in California. Your responsibility starts at the receipt of each module from Denmark and ends at the decommissioning and recycling of the equipment at the end of its lifecycle. You will mainly work from our office and workshop in the San Francisco Bay Area—near Oakland/Hayward—but you will work cross-organizationally in an international, technical environment which will also require some travel. Service Manager should have flexible working hours, as Nel aims to provide 24/7 on-call, 4-hour response time to each of its 7 nearby sites. You will report directly to the Project Director of Nel Hydrogen Inc.

Your tasks will include:

- Leading a growing US Service Team
- Managing final assembly of the semi-finished modules arriving from Denmark
- Supervision of and participation in the implementation of turn-key projects at customer sites
- Execution of product warranties
- Managing service actions based on planned service and maintenance, as well as unforeseeable troubleshooting
- Ensuring that all service actions are based on NEL Hydrogen safety standards and follow related customer specifications
- Ensuring that all personnel have the necessary training to perform their work in a safe and efficient manner
- Overseeing risk evaluations and related actions in the workshop and onsite
- Documenting potential failures and quality issues, and providing feedback to the responsible departments using existing KPI and data recording systems
- Providing customers with information about KPIs, such as availability, reliability, performance, and updates
- Managing subcontractors
- Reporting to the Nel Hydrogen mother organization in Denmark

Project management and technical support tasks may also include:

- Assistance in siting and onsite permitting through AHJ related to hydrogen fueling stations in the United States
- Providing technical support and onsite installation solutions

- Close cooperation with Nel Hydrogen’s back-office in Denmark to design technical site interface solutions, providing input on supporting documentation, and participating in process standardization
- Efficient management of project resources, budgets, and time schedules
- Assistance with the development of site plot plans, and the establishment of new drawing standards and new project workflow protocols

Qualifications

You possess relevant educational background and experience in both Service Management and managing others. Experience with HSSE is preferred. Experience with siting projects is beneficial, but it is not a requirement, as the job can be adjusted to your current knowledge base. You have a strong technical- and business-orientated mindset, are curious, and can quickly understand complex technical systems to find technically- and commercially-sound solutions. You are structured and innovative, giving you the ability to handle multiple projects simultaneously. You excel at working independently and in teams, and are highly skilled in both written and spoken English.

Requirements

- Strong knowledge of service planning and logistics
- Relevant technical training as an engineer or in an engineering discipline
- Experience with service work in the oil and gas industry, or the like, where there are high demands on safety
- Experience managing a service organization for complex technical products that require high availability
- Will provide a high caliber of customer care
- Will guide employees that may include skilled electricians, A/C technicians, and mechanics technicians
- Experience working in or with international organizations
- Experience working within established Service Procedures, Instructions, BOM, and norms
- Experience working with KPIs for both your team and to customers
- Communicate fluently in both written and spoken English

It may be highly relevant to have knowledge about:

- Reading and creating both P&ID and PFD
- Management of Change (MOC) procedures
- Development of Project Safety Documentation, Communications Plans, etc.
- Hazards and Effect Management Tools and Processes
- Applicable Federal, State, and municipal laws, regulations, codes, and laws, including but not limited to:
 - ASME
 - (CSA) HGV
 - NFPA
 - California Fire Code
 - California Mechanical Code
 - California Code of Regulations (CCR)
 - Code of Federal Regulations (CFR)

It will be beneficial if you have:

- Experience with Hydrogen Fueling Station servicing or manufacturing
- Experience with construction, service, and maintenance work at retail fueling sites
- Experience teaching various safety-related courses in the oil and gas industry
- Experience in workshop management and/or warehousing
- Knowledge of enterprise resource planning and document management systems
- Fluent or elementary proficiency in a second language, such as Danish or German

Application & contact

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About Nel Hydrogen | www.nelhydrogen.com

Nel Hydrogen is a global, dedicated hydrogen company, delivering optimal solutions to produce, store and distribute hydrogen from renewable energy. We serve industries, energy and gas companies with leading hydrogen technology. Since its foundation in 1927, Nel Hydrogen has a proud history of development and continual improvement of hydrogen plants. Our hydrogen solutions cover the entire value chain from hydrogen production technologies to manufacturing of hydrogen fueling stations, providing all fuel cell electric vehicles with the same fast fueling and long range as conventional vehicles today.