

Nel Hydrogen  
Wallingford, CT

### **Manager, Technical Service**

Hydrogen... the most abundant element in the universe is your ticket to a rewarding future. Every day there are reports of how hydrogen (produced by water electrolysis and renewable energy sources) is displacing fossil fuels, reducing greenhouse gasses, and helping to revitalize our planet.

Nel Hydrogen is the global leader in on-site hydrogen generation and the largest electrolyzer manufacturer in the world. Armed with a full portfolio of water electrolyzers and hydrogen fueling station technologies, Nel Hydrogen is leading the charge into the new green hydrogen economy.

If you are driven by personal initiative combined with loyalty and commitment to your team and the ability to convert complex issues into simple solutions, then we want to talk to you. Help make the world a better place. Join a company that is on the cutting edge of new energy innovations, with an energized, progressive culture.

### **BASIC FUNCTION**

Manage the technical service business for the large scale electrolyzer platform to meet the growth of fielded product offerings and evolving customer needs while ensuring revenue growth.

### **SPECIFIC RESPONSIBILITIES**

- Foster a culture of safety with customers, partners, and employees
- Collaborate with internal and external resources to develop and execute a Technical Service roadmap for large product platform detailing objectives, strategies, and measurable goals; set the long-term vision for Technical Service team by analyzing the current state, assessing opportunities for improvement, and innovating to optimize the customer experience
- Work with stakeholders to understand which services and processes result in customers' long-term success
- Develop and implement best practices for customer response time, continuous customer engagement, and customer support
- Maximize the revenue opportunities through geographical growth, expansion of services, customer engagement, and execution of campaigns
- Ensure consistent, efficient and cost-effective delivery of services to customers worldwide while identifying gaps and proactively resolving discrepancies
- Conduct regular diagnostic of each service partner to assess performance and identify opportunities for improvement
- Ensure customer satisfaction reviews are conducted and communicate customer feedback to internal stakeholders to increase product value, product usage, product improvements, and improve competitive position
- Manage customer facing Product Life Cycle strategy including Product Obsolescence and Model Changes
- Ensure routine Customer Service Training is conducted with customers, partners, and employees as applicable
- Monitor and report on Key Performance Indicators associated with Technical Service group

- Participate in the development of methods, techniques and evaluation criteria for products, programs, and people
- Ensure budgets and schedules meet business requirements

## **QUALIFICATIONS**

- 15+ years' Experience managing a Technical Service business segment
- Bachelors or Equivalent in Management (Technology background preferred)
- Experience setting a vision and executing on a strategy
- Demonstrated experience hiring, managing, and motivating a staff of customer facing professionals across multiple geographic locations
- Excellent organizational, communication, and presentation skills
- Customer focused, metrics, and data driven
- Sense of urgency to accomplish things quickly and the ability to prioritize multiple tasks, handle heavy workloads, and deal with unforeseen circumstances
- Results-oriented with the ability to develop collaborative relationships through strong communication, influence, and problem-solving
- Ability to read and understand contracts and service agreements
- Experience with an enterprise wide ERP system, Salesforce, and Service Cloud preferred

The above statements reflect the principal functions of the position and shall not be construed as a detailed description of all work requirements that may be inherent in the job.

Nel Hydrogen provides comprehensive health and insurance benefits for its employees as well as a stock option plan. The Company offers competitive paid vacation time, sick leave, and holidays.

The Company has a published Code of Conduct that all employees are expected to follow.

## **Visas**

- Nel will only employ those who are legally authorized to work in the United States. This is not a position for which sponsorship will be provided.
- Individuals with temporary visas such as E, F-1, H-1, H-2, L, B, J, or TN or who need sponsorship for work authorization now or in the future, are not eligible for hire.

We are an equal opportunity employer and all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability status, protected veteran status, or any other characteristic protected by law. All employment is decided on the basis of qualifications, merit, and business need.