



Nel Hydrogen, Inc.
2371 Verna Street
San Leandro, CA 94577-4205

www.nelhydrogen.com

Job Title: Strategic Service Director
Location: CA

We are a wholly owned subsidiary of an international group headquartered in Oslo, NO and Herring, DK of approximately 400 employees and expect to maintain a strong growth in the coming years. The organization is dynamic, and the culture is informal with flexibility as a key word.

The company is a frontrunner when it comes to the development of hydrogen fueling stations used for the refueling of hydrogen vehicles (passenger vehicles, busses, and trucks). The market for hydrogen stations will maintain its growth in the coming years, as large-scale production of hydrogen cars will be launched in 2019 – 2020 and onwards.

NEL Hydrogen has positioned itself as a global player for the rapidly growing hydrogen economy. Our entity in San Leandro, CA was established in 2017 to service the Northern CA business; we have expanded into Southern CA and have a warehouse location in Ontario, CA. We are seeking a Service Director who will be a key employee in the US organization and will also have global impact on service strategy in other regions. You will report directly to the General Manager, North America. The Service Director can be based in either Southern or Northern, California. The majority of new business in 2021-22 will be in Southern, CA.

Our primary focus is hydrogen fueling station technology and its installation, commissioning, and service, although our service team also provides service for the Nel electrolyser division and its equipment.

POSITION SUMMARY

Strategically direct/manage the US service organization. Plan the role out of the North American service organization to prepare for hydrogen station adoption in more and more states outside of California and in Canada.

RESPONSIBILITIES:

- Develop and manage the implementation of the US service strategy (concepts, offerings, pricing etc.) in alignment with the global service strategy and turn this into an executable roadmap.
- Assess current service/O&M offerings and existing contracts. Align standard offerings and price policy with central Product Management and Sales in Denmark.



- Create service contracts, negotiate service offerings and prices with customers and turn service into a profitable business unit. . Work with the equipment sales organizations (electrolyser division as well as the hydrogen fueling station division) to ensure that equipment sales and service are aligned.
- Work with Nel legal, the-global Service Organization in Europe and Asia to accomplish this ongoing task. Intellectual property and trade secrets must be understood and accounted for while developing new service concepts and offerings which involve customer or third part involvement.
- Responsible for HSSE for the entire US company as well as HSSE interactions/cross over with customer HSSE requirements. Observe all safety regulations, codes & requirements and regulations and keep abreast of new requirements and changes in regulations. Maintain and develop a high standard of safety and implement a safety culture throughout the company.
- Review and improve process around materials, tools, spare parts, wear parts. Review current set up and interaction with Danish HQ / review current software tools used (NAV) / Implement NAV Expandit into US service organization.
- Optimize service warehouse/logistics – evaluate optimal spare part quantities etc.
- Work closely with the Service Manager to review organizational set up, team size and geographic distribution, workflow, and processes to optimize the service capacity (headcount, team size, investments, service vehicles etc.)

QUALIFICATIONS:

Education:

Bachelor's Degree in in mechanical, electrical, or chemical engineering from an accredited university/college.

Required Skills and Abilities:

- Technical / Engineering expertise
- Have a sound business/financial understanding
- Must have at least 15years experience in managing and leading service organizations as well as developing service concepts and offerings in complex technical industries
- Deep commitment and understanding of HSSE. Track record in building a safety culture in previous positions
- Leadership with the ability to organize, utilize and motivate team members as well as manage customer requests, customer complaints and customer communications
- Ability to pass pre-employment screenings
- Ability to manage multiple projects at once with no decline in quality control
- Ability to travel within the US and internationally



Competencies:

- Attention to Detail/Accuracy
- Team Player
- Leadership
- Independent, flexible and have "drive"
- Problem Solving Skills
- Communication-verbal and written
- Time Management; priority goals
- Planning and organizing
- Critical Evaluation
- Relationship Management
- Consultation
- Ethical Practice

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 We are an equal opportunity employer-
M/F/Disabled/Veteran 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 based on qualifications, merit, and business need.

To apply, please e-mail your cover letter and resumé to: nelctcareers@nelhydrogen.com.