

Service Planner

Join a great company working with a strong sustainable footprint and evenly strong values.

At Nel Hydrogen, our mission is to strengthen future generations by providing unlimited green energy. Using hydrogen obtained with renewable energy, we are helping the world convert from fossil fuels to emission-free fuels. At our Danish division in Herning, we currently have more than 160 employees, and we expect continued growth in years to come. Nel Hydrogen is a global pioneer in developing and producing hydrogen Fueling solutions - a market that is expected to continue growing in the coming years as the production of hydrogen-based cars, buses, and trucks are going to scale up.

About the position and the Team

As the Service Planner in the NEL Hydrogen Service Department, you will be responsible for performing the overall resource planning, and its related logistics and documents. Your work relations will be the Service Backoffice Team consists of Service Key Accounts, Service Engineers, Service Specialists and besides that, you will work closely with our warehouse and Field Technicians.

You will report directly to the Northern Europe Service Manager. Your desk will be in our head office in Lind near Herning, only a small travel activity must be expected.

Responsibilities:

- Analyzing requirements and plan service and other scheduled activities.
- Planning and acting on troubleshooting tasks during normal working hours.
- Monitoring deviations from planning and reporting to Service Management.
- Ensure work orders have been set up with right documentation and that they are completed correctly before the work order is closed.
- Ensure that all work compliance with Nel PTW (permit to work systems)
- Verify costumers' information package before and after site visit.
- Verify technician working hours, sick hours, time off hours, vacation days.
- Responsible for vacation planning, and 24/7 on-call technicians planning.
- Travel planning and examine travel requirements.

Requirements

- High level of experience with 'Capacity and time planning' from project level down to task level
- "Hands-on" mentality
- A systematic and analytical approach with attention to details
- Flexible to sudden changes with a focus on being problem-solving.

- An ability to remain calm under pressure and to handle varying workloads.
- Good knowledge of ERP and 'Document management systems' (DMS)
- Experience working in or with international organizations.
- Open-minded to new IT solutions
- Communicate fluently in both written and spoken English and Danish.

It will be beneficial if you have:

- Experience with field Technician's work culture
- Experience especially with Navision and ExpandIT as service tools
- Understanding of service work in the oil and gas industry, or the like, where there are high demands on safety.
- Fluent or elementary proficiency in a second language, such as German, French

Qualifications

You possess a relevant educational background and experience within service or production planning and logistics. Experience with ERP systems is mandatory, as it is with DMS systems and a strong technical understanding/interest. You have a strong process- and business-orientated mindset, are curious, and can quickly understand complex processual systems to find organizational and commercially good solutions. You are structured and innovative, giving you the ability to handle multiple projects simultaneously. You work with a high level of accuracy and like to maintain large amounts of data. You excel at working independently and in teams and are highly skilled in both written and spoken English.

Apply

If you need further information, feel free to contact Service Manager Northern Europe Kim Frølund List on +45 22307809 or by mail to KIMLI@nelhydrogen.com for further information. Send your CV/Cover letter to: recruitment@nelhydrogen.com

About Nel

Nel 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. Our roots date back to 1927, and since then, we have had a proud history of development and continuous improvement of hydrogen technologies. Today, our solutions cover the entire value chain: from hydrogen production technologies to hydrogen Fueling stations, enabling industries to transition to green hydrogen, and providing fuel cell electric vehicles with the same fast Fueling and long range as fossil-fueled vehicles - without the emissions.