

JOB POSITION | Herning, Denmark

## Service Key Account

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 job position

As a Service Key Account in the Nel Hydrogen – Service department, you will be responsible for the daily operations and customer support for selected Nel Hydrogen Fueling customers. To ensure maintenance of a smooth service process, you will also support our colleagues in the field with the required information they need to solve product related issues for our customer. You will create and check service and repair reports, as well as safety documentation of field technicians daily. You will also work closely with your colleagues in Service operations and Service support to give the valuable experience you will gain during your job back to product development. You will report directly to the service manager for Europe and your place of work will mainly be in our facility in Herning.

### Your tasks will include

- Customer key account for selected Nel Hydrogen Fueling customers
- Monthly operating meetings with customers
- Invoicing of service order - Repair, Guarantee, Quality
- Create service orders within our CMMS system which is used for detailed planning and reporting of services, as well as for communication with the field service team
- Plan demands for any service materials and tools using an ERP system
- Supporting the planning and preparation of field updates in collaboration with the service planner and service support technician
- Create customer service quotes
- Prepare implementation of updates from customer requests
- Invoicing of service orders
- Support field service technicians with required information and analytics to resolve issues in the field
- Create NCRs and ECRs to conserve the field experience for further product improvement and new product development
- Give feedback to service engineering on spares, tools and documentation such as procedures, instructions, manuals, check lists and other templates
- Support service engineering during the implementation of new services, service processes and documents for the Danish service entity

### **Qualifications**

You possess a relevant educational background and experience in Service and/or Diagnostics Engineering. Experience with SCADA and ERP systems is mandatory. You have a strong technical- and customer-orientated mindset, are curious, and can quickly understand complex technical systems to find organizational and commercially good solutions. You are structured and innovative, giving you the ability to handle multiple projects simultaneously. You are accurate and like to maintain large amounts of data. You excel at working with customers independently and in teams, and you are highly skilled in both written and spoken English.

### **Requirements**

- Experience with service work within the energy sector, or the like, where there are high demands on safety
- Relevant technical training and experience as an engineer or in an engineering discipline related to electrical and/or mechanical machines
- Experienced in working with SCADA and CMMS systems
- Very good communicator which can navigate within an environment of various customers and cultures within Europe, such as Germany, Norway and the Benelux
- High technical understanding and good experience in working with piping and instrumentation diagrams, electrical diagrams, cause and effect diagrams and similar
- “Hands-on” mentality
- Good knowledge of ERP and document management systems
- Experience working in or with international organizations
- Communicate fluently in both written and spoken English and Danish

### **It will be beneficial if you have**

- Experience with service, and maintenance work at retail fueling sites
- Experience with safety and risk assessments within the energy sector
- Experience in purchasing and logistics
- Fluent or elementary proficiency in a second language like German, Polish or French

### **Application & Contact**

Recruitment | Jesper Geertsen | [recruitment@nelhydrogen.com](mailto:recruitment@nelhydrogen.com) | Mobile: +45 29 88 72 46

If you need further information, feel free to contact Service Manager Northern Europe Kim Hehlert +45 26313133 or by mail to [KIMHE@nelhydrogen.com](mailto:KIMHE@nelhydrogen.com) for further information.

### **About Nel Hydrogen | [www.nelhydrogen.com](http://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.