

JOB POSITION | Herning, Denmark

April 22, 2022



*At Nel Hydrogen our vision is to empower generations with clean energy forever and with renewable sourced hydrogen we are helping the world to transition away from fossil fuels. In our Danish division in Herning we are currently more than 130 employees and expect to continue a significant growth in the coming years. The company is a global frontrunner when it comes to the development and production of hydrogen fueling stations. The market for hydrogen stations will maintain its growth in the coming years, as large-scale production of hydrogen cars, busses and trucks will be launched in the coming years.*

## Sales Support in Contract and Back Office Team.

### **Purpose of the role:**

We are looking for a dedicated Sales Support to support our global sales team and customers. You will be part of an energized sales team located in South Korea, California and Denmark – and still growing. You will be working from our HQ in Herning, Denmark, and will be reporting to our Contract and Backoffice Manager in the Global Sales Department.

### **About the job position:**

#### **Customer & Sales**

- Screen received inquiries from e.g. homepage and mails and distribute them to relevant Sales Representative.
- Support the Sales Representative in the assessment and assist in prioritizing of customer inquiries (RFI's and RFQ's) from existing as well as new customer prospects.
- Handle various customer questions by translating customer needs into Nel terms and applicable product solutions.
- Coordination with Sales Management team respond to your customers questions, inquires, reply to emails, respond to phone calls from customers ensuring an excellent customer satisfaction.

#### **Reporting & Processes**

- Arrange, hold and participate on Sales Evaluation Offer Meetings within the role as Chair, part of Bid Assessment Team and Bid Development Team respectively.
- Facilitate, develop and maintain Sales Process together with Sales Management including templates.
- Report relevant KPI's for Sales Process (I2I) as Fueling Control Tower contributor.
- Assist in preparing relevant documents to obtain approval from management, Board - hereunder analysis, announcements etc.

#### **Business intelligence**

- Proactively screen, analyze and maintain Business Intelligence information from a variety of data sources incl. the marketplace, medias, customers, competitive announcement, support schemes such as funding, incentive programs and order tracking, market numbers etc.
- Support to Sales Management in monthly reporting, updating key documents and making presentations etc. (e.g. Global Order Tracker, Business Review).
- Ad hoc tasks for Backoffice and Sales Management (e.g. travel arrangements, reports).

### **Qualifications**

- You have more than 5 years of experience in Sales Support/Sales Processes/CRM and customer interaction
- Educational background as a Bachelor in Sales and Marketing with a technical interest/knowledge or Mechanical/Marine Engineering
- As a person you are openminded and able to interact with colleagues and other stakeholders being customers, partners and/or suppliers
- Result oriented and knows how important it is to follow up on deliverables, ensuring that everything runs according to plans
- You are a proven multi-tasker and can juggle numerous tasks/projects at a time
- You are service minded, detail oriented and structured and have a positive and energetic personality with problem solving capabilities
- You take ownership of tasks and execute them with the highest level of integrity
- You are a team player but also work independently
- Fluent in English (reading and writing), German will be a big plus

### **Application and contact**

Send your application/CV as soon as possible to [recruitment@nelhydrogen.com](mailto:recruitment@nelhydrogen.com). The applications will be processed on an ongoing basis, and if you need further information about this position, please contact Mette Kirk Østergaard, Contract and Back Office Manager, at Nel Hydrogen Fueling on [mkirk@nelhydrogen.com](mailto:mkirk@nelhydrogen.com).

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#### **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.