

Job Title: RESS Technical Service Manager

Location: Germany

Job Summary: As the RESS Technical Service Manager, you will be responsible for managing the service center for RESS (Renewable Energy Storage Systems) products in the European market. You will be based in Germany and will work closely with cross-functional teams, including engineering, operations, and customer service, to ensure the highest level of customer satisfaction by providing exceptional technical service and support.

Key Responsibilities:

- Manage the day-to-day operations of the RESS service center, including staffing, scheduling, and resource allocation to ensure timely resolution of customer issues.
- Develop and maintain service procedures, processes, and training programs for technical support staff to ensure consistent and high-quality service delivery.
- Collaborate with engineering teams to identify and resolve technical issues, provide feedback on product performance, and recommend product improvements.
- Develop and maintain relationships with external service providers and contractors to ensure timely and cost-effective service delivery.
- Monitor and analyze service performance metrics, including response time, resolution time, and customer satisfaction, and use data to drive continuous improvement efforts.
- Maintain and update knowledge of RESS products and industry developments to ensure the ability to provide accurate and timely technical support to customers.
- Provide regular reports and updates to senior management on service center performance, including key metrics and trends.

Requirements:

- Bachelor's or Master's degree in Engineering, Computer Science, or related field.
- At least 3 to 5 years of experience in technical service or support, preferably in the renewable energy industry.
- Strong technical background, with experience in renewable energy storage systems.
- Excellent communication and leadership skills, with the ability to motivate and manage a team of technical support staff.
- Strong problem-solving and analytical skills, with the ability to diagnose and resolve complex technical issues.
- Fluent in German and English, with proficiency in other European languages a plus.
- Willingness to travel as needed to support service center operations and meet with customers.

Work Environment: This position requires some travel to customer sites or industry events.