

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 service and maintenance contract obligations for selected Nel Hydrogen Fueling customers. To ensure maintenance of a smooth service process, you will also support our service department with the required information they need regarding our customers. You will also work closely with your colleagues in service back office and service support. 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
- Operating meetings with customers
- Inform service organization on customer feedback
- Service and maintenance contracts follow-up on KPI and financial performance
- Approve invoicing of service order - Repair, Guarantee, Quality, Contracts
- Create service orders within our system
- Create customer service quotes
- Manage implementation of updates from customer requests
- 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. You have a strong customer-orientated mindset, are curious, and can quickly understand organizational and commercially good solutions. You are structured and innovative, giving you the ability to handle multiple projects simultaneously. 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
- Very good communicator which can navigate within an environment of various customers and cultures within Europe
- “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.