



VELA

VELA GmbH

VELA GmbH develops solutions for complex Energy solutions such as energy storage systems and supplies the appropriate technology for operation. The Company is a Joint Venture of Ambibox GmbH from Mainz and the Taiwanese technology manufacturer Foxconn. VELA's mission is to solve the technological challenges of the energy transition with energy-specific system products.

For our operations team we are looking for an

After Sales and Service Category Manager In Mainz

What you will be doing

- Development & management of a new aftersales system and process to manage & monitor multiple level service requests with own service technicians &/or external service providers
- Development & management of an aftersales contact centre for commercial customers and setting up an infrastructure for serving residential customers
- Creation of new after sales service functions (e.g. spare parts, upgrades, extended warranty, x-sector aftersales and other business) with partners and service providers
- Development and management of other services within the service category such as software development, technical & commercial consulting for commercial clients & OEM partners
- Develop aftersales & service functions as a business unit including KPIs such as customer satisfaction index, service costs & quality and overall profitability
- Collaborating with all business functions to clarify and improve overall business processes

The experience and skills you will need

Ideally, you have previous knowledge of the energy market and know-how of aftersales services management and a multinational company environment.

You continuously obtain information about the service standards required in the energy storage market sector including:

- Experience in a similar after-sales or sales support role including a proven track record of successfully developing the aftersales function
- Ideally an engineering & technical background with the ability to work in a dynamic start up (hands-on) environment

- Fluency in German and English, as this will be your primary working languages
- A customer-oriented approach and an ability to adapt to different personality types
- A keen eye for detail and a result driven approach
- The ability to develop best in class customer care and communications processes

Our offer

- Varied, demanding projects
- Exciting, international working environment in the growing future market of decentralized energy sources
- Contribution and implementation of own ideas
- Opportunity to grow and develop with us
- Industry standard remuneration

Contact

Vela GmbH

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Please send your CV in English, to career@deeper.eu.

Please use the subject line "AFTER-SALES SERVICE MANAGER".

Please note, only candidates selected for an interview will be contacted.