



## Who is Clenergy?

Clenergy ([www.clenergy.com](http://www.clenergy.com)) is a public company listed in Shanghai stock exchange that specializes in manufacturing of photovoltaic equipment, in developing own or third party solar plants and in investing in various projects in the industry. Clenergy was founded in 2007 and has its headquarters in Xiamen, China. With its high-quality and innovative solar racking systems and unmatched customer service, Clenergy established a leading market presence in Australia, Japan and Asian Pacific region and has grown to a passionate, globally renowned, renewable energy company.

As we expand our business operations in Europe, Middle East and Africa, we are looking for our new office in Berlin a

## Customer Service Manager

### What's the role?

The job involves working on a global multicultural team in a role that interfaces with customers and business partners to deliver exceptional service and positively impact revenue generation.

You are responsible for coordinating customer or partner related issues, from initial contact with the customer or lead, through material flow, until the product arrives at the customer's warehouse or project site with the goal of achieving great customer satisfaction.

### What does the role involve?

- Responsible for all sales support incl. quotations, internal sales order support, proposals and tenders.
- Act as central contact for sales inquiries regarding status of orders, deliveries or invoicing.
- Take ownership of customer issues and devise contingency plans in response to actual/potential deviations from plans and service standards.
- Initiating corrective action for resolution of possible failure, and leading the process to resolve possible service issues.
- Work closely with other supply chain and accounting team to provide the best possible customer service experience.
- Prepare sales analysis and monitor KPIs.

### What you need is:

- Minimum Bachelor degree or equivalent commercial experience or apprenticeship with at least 3+ years in a relevant Customer Service role.
- Customer service experience in the solar industry in Europe would be advantageous.
- Ability to proactively address customer issues, business requirements and identify areas for improving service levels.
- Proficiency of Microsoft Office applications and similar technology and systems with a high level of accuracy and attention to detail.
- Strong teamwork and problem solving skills and a desire to work within a multinational team environment.
- Native speaker or excellent command in German and English. Additional languages are an asset.

### What do we offer?

If you are looking for a dynamic and global role, where you will be working with various nationalities and participating in shaping the future of the green economy, this is the place to be! Apart from a competitive salary and a performance incentive package, Clenergy offers you a dynamic career, in a truly international work environment filled with development and growth opportunities for professional and personal growth!

Clenergy as an equal opportunity employer. All aspects of employment including the decision to hire, promote, discipline, or discharge, will be based on merit, competence, performance, and business needs.

If these describes you and you want to work for us then please apply now by sending your application including a motivational letter and your latest revised CV at [hr@clenergy.com.cn](mailto:hr@clenergy.com.cn) to have a talk with Eilene Lin, or Helena Hong.