



## JOB DESCRIPTION

### **Company Summary:**

Clenergy ([www.clenergy.com](http://www.clenergy.com)) is a public company listed in Shanghai stock exchange, a high-tech company which specializes in product ( manufacturing ), Service ( project development and EPC) and investment. Clenergy was founded in 2007. Headquartered in Xiamen, China. Clenergy's high-quality mounting systems with innovation and service established strong market presentation in Australia, Japan and AP region.

With its footprint across the world, Clenergy has grown to a passionate, globally renowned renewable energy company, and has set up the mature sales channel in China, Southeast Asia, Japan and Australia. Clenergy is an equal opportunity employer. Now we are looking to expand our business operation in Europe.

**Job Title:** Customer Service Manager

**Reports to:** Country Manager

**Location:** Hamburg, Germany

### **General Description:**

Customer Service and management for European PV racking sales business operation.

### **Primary Responsibilities:**

- 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, delivery or invoicing;
- Take ownership of customer issues and devise contingency plans in response to actual/potential deviations from plans and service standards;
- Deal with the customers complains and forward to related department.
- Follow-up the shipment from factory until arriving to the destination.
- Attend at trade shows and seminars;
- Other duties as reasonably required from time to time.

### **Required Qualifications, Experience and Skills:**

- At least bachelor diploma and preferred in international trade, economic.
- At least 3 years working experiences in sales customer services. Solar industry preferred.
- Assist to prepare professional proposal documentation.
- Account payable/ Account receivable management.
- Fluency in German and English with good communication skills, other languages such as Mandarin will be advantages. Proficiency in MS office.
- Prepare weekly issue registry report internally and externally, and follow up plans.

- Able to ethically and honestly represent Clenergy and its products in European market.

**Note:**

The company reserves the right to change the duties and responsibilities of this position at its own discretion.

**Compensation and Benefits:**

Clenergy offers a competitive salary plus fully comprehensive benefits and performance incentive package based on an annual objective achievement. This is a full-time position.

**If this describes you and you want to work for a company that delivers quality products, innovation and exemplary service to its partners then please apply now at [hr@clenergy.com.cn](mailto:hr@clenergy.com.cn)**

Kindly please submit resume to us with subject of the position you are applying for, thank you.