

## Area Service Manager (m/f/d)

Location: Erlangen, Germany or remote

### About Fluence

Fluence, a Siemens and AES company, is the leading global energy storage technology solutions and services company that combines the agility of a fast-growing technology company with the expertise, vision, and financial backing of two industry powerhouses. Building on the pioneering work of AES Energy Storage and Siemens energy storage, Fluence's goal is to create a more sustainable future by transforming the way we power our world. The company offers proven energy storage technology solutions designed to address the diverse needs and challenges of customers in a rapidly transforming energy landscape, providing design, delivery and integration in over 160 countries. Fluence works closely with customers throughout their journey and provides advisory, financing, and project lifecycle services.

### Job Description

The primary purpose of the Services Manager is to act as a support interface with all Energy Storage projects across a defined Region. The individual will be directly responsible for multiple support efforts depending on life cycle stage of project and will span commissioning to Post COD support. Areas of focus will be: Co-development and execution of ES Ops processes/documentation, New Project Deployment Support and post COD support including issue identification and resolution, Project Reporting and Analytics.

[Selected candidate will have the option of working remotely or working from our Erlangen office.](#)

### Your field of responsibility - challenging and future-oriented

- Drive and own O&M Service Business performance across key business metrics (Safety, Finance, Maint etc.)
- Own the service relationship with the customer through maintaining clear lines of communication, knowledge and execution of the contract.
- Own the safety culture, building on established Fluence safety management system (SMS).
- Owning the regional income state performance, including budget development in consultation with Global Services Lead.
- Drive proactive and reactive maintenance execution in Fluence Energy managed projects defined asset management strategies while incorporating a continuous improvement approach
- Manage multiple 3rd party service vendors in the safe execution of O&M services across contracted projects

- Identify new issues affecting product performance or Fluence Energy Service and Support business performance, develop plans for resolution, socialize, execute resolution and follow up to ensure sustainable
- Support/Lead/Facilitate internal and external Root Cause Analysis and Management of Change Activities
- Facilitate site support by supporting global services OEM suppliers' management.
- Assist in the development & deployment of asset management strategies for customer assets
- Lead Battery Energy Storage Array O&M training efforts of new owners and 3rd party service providers.

## **Skills & Qualifications - solid and adequate**

- Undergraduate degree required with strong preference for technical degree (BSEE, BSME, BSCE, Chemistry, Physics, Math)
- 10 years related experience in electric utility or independent power producer experience within generation / operations / technical teams (Coal, Gas, Solar, Hydro, Wind).
- Must have experience leading safety efforts in an operational setting.
- Experience with income statement responsibility, including budget development.
- Proven track record of technical problem solving using structured approach & complex analytics. Ability to adapt to dynamic conditions and stay focused/execute on goals.
- NetSuite or equivalent financial reporting platform experience required.
- Successful track record of business process management to include project reporting/management, work execution, procure to pay, change management, workforce development and planning
- Experience negotiating and managing contracts with 3rd party service providers.
- Highly developed interpersonal skills with ability to interface with multiple levels of customer organization.
- Deep planning, organizing and coordination experience among multiple stakeholders to achieve common goals directly impacting business performance.
- Project Management, meeting leadership and facilitation experience.
- Excellent MS Office capabilities, SCADA and MODBUS experience; SAP or equivalent reporting experience a plus
- Must be willing and able to travel up to 50% of the time in support of existing & new Energy Storage fleet
- Physical fitness and unrestricted vision are mandatory requirements
- Fluent in written and spoken English and German
- Passion for your work, strong communication skills, a positive attitude, structured and dedicated way of working are a matter of course for you

## This is how you get in contact with us - simply and directly

[fluenceenergy.com](https://fluenceenergy.com)

Please send us your complete application documents including language skills, education certificates, work references and cover letter at [careersgermany@fluenceenergy.com](mailto:careersgermany@fluenceenergy.com).

Only complete application documents can be considered.

Fluence Energy **IS AN EQUAL OPPORTUNITY EMPLOYER** and fully subscribes to the principles of Equal Employment Opportunity, to ensure that all applicants and employees are considered for hire, promotion, and job status without regard to race, color, religion, sex, national origin, age, disability, sexual orientation, marital or familial status.