

Manager of Product Operations

Location: California (Flexible)

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 as trusted advisors throughout their journey and provides advisory, financing, and project lifecycle services.

Leading

This position will be within the new Fluence Digital business unit, formed following Fluence's acquisition of San Francisco-based start-up AMS. Fluence Digital's software technology uses artificial intelligence, advanced price forecasting, portfolio optimization and market bidding to ensure energy storage and flexible generation assets are responding optimally to price signals sent by the market.

Responsible

Fluence is defined by its unwavering commitment to safety, quality, and integrity. We take personal ownership in what we do, developing trust in our relationships with internal and external stakeholders. We firmly believe in having honest, forthcoming, and fair communications.

This Product Operations Manager will be an integral member of the Fluence Digital team, overseeing the operations of Fluence Digital's SaaS products as the company scales within and across markets. The role will be responsible for ensuring Fluence meets or exceeds customer expectations in terms of product performance, and it will grow the company's support functions such as customer support.

The core objective of the role is to oversee the product operations of Fluence Digital's SaaS business, enabling the products and associated teams to work smoothly and seamlessly as the company scales within and across markets. Key role responsibilities include:

- Building and growing Software Operations and Customer Support functions to serve a growing SaaS business with plans for global footprint
- Overseeing performance of Fluence Digital's SaaS products, including uptime and software performance
- Defining and implementing operational processes for Fluence Digital's SaaS products
- Performing after action reviews of undesirable software behavior; identify and implement initiatives for performance improvement
- Managing selection and performance of operational vendors (e.g., outsourced call center providers, 24/7 engineering support)

Agile

Here at Fluence, we strive to continuously improve, to be intellectually curious and be adaptive to our customers and employee's needs. Collaboration is key, both in our partnerships with our customers, and with each other. Fluence prioritizes the most critical efforts that allow for the greatest impact.

The ideal candidate will have:

- Efficient and creative problem-solving skills, while being mindful of business objectives and communication styles
- Eagerness to work in collaborative, dynamic, and team-based environments
- Excellent organizational skills—both strategy and execution—along with attention to detail
- BS/BA in an analytical field (e.g., Computer Science, Engineering, Mathematics, Business or related field); MBA degree (or similar graduate degrees) preferred
- 7 or more years of work experience, including 3 or more years in an operations or business operations role
- Experience in an operations or business operations role at a SaaS company preferred
- Energy knowledge, specifically of competitive/wholesale electricity markets preferred
- Experience managing large datasets with Looker is a bonus

Fun

We are always looking for employees who are excited by challenges and the opportunity to be problem-solvers. Our entrepreneurial mindset allows for creativity, sense of urgency and fulfillment. Our employees love what we do and are passionate about the way we power our world.

- The Fluence Digital team is highly motivated by developing advanced optimization strategies to transform the way we power our world. We are deeply concerned by our changing climate and excited to have the opportunity to play a part in making low-carbon projects more viable.
- The role will be based in Fluence Digital's San Francisco office (remote candidates will be considered), and will report to the VP Operations & Strategy, with close interaction with Product, Engineering, and Commercial teams. The role will grow over time as Fluence scales its SaaS products to new customers, types of energy assets, and markets.

GET IN TOUCH

Please send your resume and cover letter to careers@fluenceenergy.com

Fluence 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, veteran status, sexual orientation, marital or familial status.