

Director Customer Operations, Fluence Digital

Location: San Francisco, CA, or continental US

ABOUT FLUENCE

Fluence, a Siemens and AES company, is the global market leader in energy storage technology solutions and services, combining the agility of a technology company with the expertise, vision and financial backing of two well-established and respected industry giants. Building on the pioneering work of AES Energy Storage and Siemens energy storage, our goal is to create a more sustainable future by transforming the way we power our world. Providing design, delivery and integration, Fluence offers proven energy storage technology solutions that address the diverse needs and challenges of customers in a rapidly transforming energy landscape.

Fluence currently has more than 2.4 gigawatts of projects in operation or awarded across 24 countries and territories worldwide. We topped the Navigant Research utility-scale energy storage leaderboard in 2018 and were named one of Fast Company's Most Innovative Companies in 2019. In 2020, our sixth-generation Tech Stack won Commercial Technology of the Year at the 22nd annual S&P Global Platts Global Energy Awards.

Leading:

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.

This position will be within the 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 (e.g., wind and solar) 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 Director of Customer Operations 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 customer experience, and it will grow the company's support functions such as customer support.

Key role responsibilities include:

- Building and growing product operations, customer support, and customer success functions to serve a growing and global SaaS business
- Overseeing end-to-end customer experience including onboarding, performance reporting, customer success and support, and customer issue resolution
- Defining and implementing new operational processes for Fluence Digital's SaaS products across functional teams, regions, product offerings to drive value across the customer lifecycle
- Directing expansion of Customer Operations team, including recruiting new team members and managing selection and performance of operational vendors (e.g., outsourced call center providers, 24/7 engineering support)
- Managing and performing after action reviews of undesirable software behavior; identifying and implementing initiatives for performance improvement

Agile:

Here at Fluence, we strive to continuously improve, to be intellectually curious and be adaptive to our customers' and employees' 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:

- 7 or more years of work experience, including 4 or more years in an operations, customer experience, or business operations role; SaaS company experience highly preferred
- BS/BA in an analytical field (e.g., Computer Science, Engineering, Mathematics, Business or related field); MBA degree (or similar graduate degrees) highly preferred
- Experience managing teams, processes, and projects involving cross-functional set of stakeholders
- 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 project management skills from strategy to execution with strong organization skills and attention to detail
- Energy knowledge, specifically of competitive/wholesale electricity markets preferred

- Experience managing and drawing insights from large datasets using tools such as Snowflake, Looker preferred

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.

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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.