

Service Coordinator

Location: Arlington, VA, 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

Do others come to you for your subject matter expertise? Are you excited by the challenge of working in a start-up atmosphere with a purpose?

The Service Coordinator is responsible for managing the spare parts inventory and service order fulfillment. The position will work with internal/external customers and help ensure sites are fully operational.

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. In this role you will:

- Coordinate with Product and Engineering teams in identifying, reporting, and resolving issues, as needed
- Analyze and troubleshoot technical issues submitted by project team

- Follow up on a regular basis with customers and field service operations on all open and unresolved issues
- Manage genealogy tracking and ensure data accuracy
- Handle RMA returns and communication of delivery schedules
- Enter Orders/Jobs into ERP system and update as needed
- Acknowledge and process service POs
- Manage spare parts inventory and fulfillment of service orders

Agile

Here at Fluence, we strive to continuously improve, 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. What should an interested candidate bring to Fluence?

- A Bachelor's degree
- Outstanding customer service, communication, and organizational skills
- High integrity, attention to detail, and an action-oriented attitude
- Ability to thrive in a fast-paced and high-pressure environment
- Minimum 3 years relevant experience in a technology environment
- 3 years' experience with service coordination
- Extensive ERP system experience, particularly with NetSuite ERP
- Familiarity with CRM systems, Salesforce preferred
- Must be detail oriented
- Must be a positive, self-reliant team player with strong organizational, interpersonal, and problem resolution skills
- Must be self-motivated and able to prioritize, multi-task, and handle multiple and changing priorities and to meet deadlines
- Must have excellent verbal and written communication skills as well as follow-up
- Expert-level skills with MS Word and Excel.

Fun

Working on transforming a fundamental part of our society is exciting and fulfilling. It requires creativity, diversity of ideas and backgrounds, and building trust to effect change and move with speed. We respect our coworkers and customers. We listen to what others have to say, and we are inclusive.

GET IN TOUCH

Please apply directly to the role on LinkedIn [here](#)

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.