

At Fosera, we are passionate about developing innovative and reliable solar systems for the 2 billion people, still living off-the-grid. Our product range includes small solar systems for basic energy needs for lighting or cell phone charging and larger solutions for TVs or refrigerators. We are a young, fast growing company in the B2B solar business with headquarters in Ulm and subsidiaries in Thailand and Ethiopia. Our main markets are in Africa and Asia. We are hoping to build a new After Sales Service competency and are therefore looking to recruit.

Technical Service Manager (m/f/d)

The Customer Success Agent is an individual that acts as a conduit between Fosera's clients, and Fosera on issues of a technical nature. This role will require both people skills and technical "know-how" in off-grid electrification solutions

What you will be doing:

- Implement training activities with global partners to ensure correct product use.
- Manage in-coming warranty, and service-related calls within Service Level Agreements.
- Conduct product research within Fosera partner estates.
- Onboarding of new clients, and supporting of existing clients within After Sales Support framework.
- Manage communication between clients and Fosera on technical issues.
- Provide regular reporting on product performance.
- Coordination of communications between manufacturing, R&D and client on product development.

What we are looking for:

- Strong communication skills and clear ability to empathize.
- Broad technical understanding (Industrial/ Electronic Engineering / Mechatronic is a plus).
- Ability to communicate across interdisciplinary teams.
- Willingness to travel
- Business fluent English. French and/or Spanish are a plus.
- Natural problem solver.

What we can offer:

- Career and development potential in a young company.
- Flexible working hours and room for growth.
- Motivating work with a direct, positive impact on the lives of our customers and on the environment.

Are you interested? Please send your application documents with salary expectations and a possible starting date to jobs@fosera.com

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