

Photon Energy Group is a group of companies with a shared mission: making clean energy, clean water and clean environments accessible to everyone.

Photon Energy provides comprehensive solutions that support the generation of clean energy and the integration of renewables into the electrical grid. **Photon Water** offers water treatment and management solutions, and **Photon Remediation** deploys advanced technology to remove contamination from all environments.

A publicly traded company operating in over 15 countries across two continents, we combine a global outlook with localised expertise.

Since our founding in 2008, we've expanded to a team of more than 330 employees around the world. And we're committed to fostering a culture of shared values and sense of purpose as we continue to grow.

For more information, please visit photonenergy.com.

Client Services Manager

Are you ready to help transform our Back Office and Sales Support teams into powerhouses of efficiency and customer-centric service?

We are excited to announce the creation of a new position: **Client Services Manager**. If you are a proactive, experienced enthusiast eager to elevate our organisation with your expertise, we want you on our team. Join us and be a driving force in taking our team to the next level.

Key Responsibilities

- ▶ **Team management.** Leading and supporting the Back Office and Sales Support teams to achieve departmental goals. Planning, assigning, and monitoring tasks to maintain operational efficiency
- ▶ **Customer service and sales support.** Developing strategies to transform the Back Office into a customer-centric service. Overseeing the customer service lifecycle, introducing CSAT and NPS matrices and other solutions to improve service quality and enhance operational efficiency
- ▶ **CRM data management.** Ensuring accurate data entry and maintenance in the CRM system to streamline customer service and sales processes
- ▶ **Operations and process management.** Preparing reports and documents, supervising data maintenance, and ensuring timely execution of reporting services
- ▶ **Metering system support.** Collaborating with teams to ensure smooth installation and integration of metering systems and implementing process improvements

- ▶ **Collaboration and communication.** Facilitating cooperation among internal teams and supporting key projects, balancing both internal needs with the interests and expectations of our clients
- ▶ **Ad-hoc support.** Providing support to Back Office and Sales teams as needed, and managing unexpected operational issues

Qualifications and Experience

- ▶ Minimum 3+ years of experience in running customer/client service in multiple locations
- ▶ English at a communicative level (daily usage); Polish or another language is a big advantage
- ▶ Leadership and team management experience
- ▶ Strong working knowledge of CRM systems (D365) and MS Office
- ▶ Active driver (category B), willingness to frequently travel (around 15% of each month)
- ▶ Excellent communication skills, good organisational skills, problem solving

Our Offer

- ▶ An interesting job at a fast-growing global organisation in the promising fields of renewable energy, environmental remediation and clean water technology
- ▶ Company culture built on trust and diversity
- ▶ Remuneration reflective of individual experience and skills
- ▶ Teambuilding and corporate events
- ▶ Support for ongoing professional growth through tailored training sessions, courses, and more
- ▶ Medcover SPORT allowance
- ▶ Medical package allowance and Meal vouchers
- ▶ 1 CSR day (a working day dedicated to a non-profit organisation aligned with the Group's mission and values) activities
- ▶ Laptop, mobile phone
- ▶ Full-time employment contract

If you are interested in the position and fulfil the above requirements, please apply online or send your CV to careers@photonenergy.com.

Working location:	Poznan, Poland or Prague, Czech Republic
Type of employment:	Employee
Type of contract:	Full time
Length of contract:	Indefinite with trial period of 3 months
Required languages:	English (B2+), Polish or another language a big advantage