



**Position:** Customer Service Manager - Commercial Power Generation

**Location:** Danbury, CT

We are seeking a technically-oriented, customer-centric, Customer Service Manager who will be responsible for managing the customer experience from the completion of fuel cell commissioning through the end of the service agreement.

**Responsibilities:**

As a member of the Customer Service team, you will be responsible for all commercial matters and technical support for our Energy customers throughout multi-year service agreements.

- These responsibilities include serving as the primary point of contact for customer communications;
- Ensures all service agreement and/or power purchase agreement contractual obligations are met by both FCE and customers;
- Reviews contracts and develops strategies to protect FCE interests within the confines of a contract;
- Reviews service agreements and/or power purchase agreements to identify key contract requirements and summarizes these requirements into a tool for easy reference by the team;
- Prepares and reviews performance reports with customers to ensure continued alignment with customer objectives;
- Coordinates planned and unplanned maintenance activities with Field Service and customers;
- Negotiates successful service agreement extensions or exits;
- Collaborates throughout the FCE organization to successfully resolve customer technical and commercial challenges to achieve win-win results;
- Organizes and leads customer handover from Project Management to Customer Service with each new customer;
- Demonstrates technical aptitude and the ability to explain a highly complex product to both technical and non-technical stakeholders;
- Performs other tasks and projects as assigned.

**Qualifications:**

**Education:** Bachelor's degree in Engineering, Science or Business preferred. An Associate's degree in Engineering, Engineering Technology, Science or Business with 10 years of related experience may be substituted.

**Experience:** A minimum of 5 years' experience in a customer service, account management, project management and/or services role in an energy and/or industrial technology market.

### **Required Knowledge, Skills & Abilities**

- Proficient in Microsoft Outlook, PowerPoint, Word and Excel.
- Experience with Microsoft AX ERP system a “plus”.
- Outstanding verbal (telephone, meetings, presentations, etc.) and written (email, presentations, proposals, contracts, etc.) communication skills
- Demonstrable customer focused - positive customer centric attitude
- Ability to synthesize complex information into customer centric communications
- Solutions oriented - strategic and able to think critically to resolve customer issues
- Strong negotiation skills and a thorough understanding of basic service contract terms and conditions
- Able to influence others who are not direct reports
- Well-organized and follows through on commitments
- Able to adapt to shifting priorities
- Comfortable working independently, in a fast paced environment
- Aptitude and ability to master the technology and applications
- Travel 25%

### **Work Environment / Physical Requirements**

- Travel to customer sites within the USA will be required
- Office and field environment
- Position requires employee to drive an automobile and may require travel by plane
- Also requires walking, standing and potentially climbing at customer sites

### **How to Apply:**

Submit a copy of your resume, along with the voluntary self-identification forms, to **jobs@fce.com**. Please reference the Position (Job Title) in the subject header of your email.

Please note only those authorized to work in the United States will be considered.

*No agency submissions, please. Resumes submitted to any FuelCell Energy employee without a current, signed and valid contract in place with the FuelCell Energy Recruiting team for this position will become the property of FuelCell Energy and no agency fees will be paid.*

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### **Equal Opportunity Employer - Vet/Disability**

We offer a competitive compensation package as well as comprehensive benefits including medical, dental, vision, company-paid life/disability insurance, 401(k) plan, employee stock purchase plan and generous paid leave.

Employment with FCE is subject to pre-employment drug-screen and background investigation.

FuelCell Energy, Inc. is committed to ensuring that its application process provides an equal employment opportunity to all U.S. job seekers, including individuals with disabilities. If you believe you need a reasonable accommodation in order to search for a job opening or to submit an application, please send an email with your resume to **jobs@fce.com** indicating the specifics of the assistance needed.

You may also use **203-205-2070**, a phone line designed **exclusively** to assist disabled job seekers whose disability prevents them from being able to apply online. Only messages left for this purpose will be acknowledged. A response to your request may take up to two business days.