

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](https://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
- ▶ Proficiency in Polish, and English at a communicative level (daily usage)
- ▶ 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](mailto:careers@photonenergy.com).

<b>Working location:</b>	Poznan, Poland
<b>Type of employment:</b>	Employee
<b>Type of contract:</b>	Full time
<b>Length of contract:</b>	Indefinite with trial period of 3 months
<b>Required languages:</b>	Polish (fluent) and English (B2+)