

# OPERATIONAL SUPPORT MOBILITY & ENERGIE (M/F/D)

## Job Details:

**Employee Type:** full-time or part-time

**Starting date:** immediately

**Contact:** Johanna Schwöbel, Team Charging Services

**Application Documents by e-mail to:** [bewerbung@inno2grid.com](mailto:bewerbung@inno2grid.com)

We, **inno2grid GmbH**, are a young, dynamic joint venture of the DB E.C.O Group and Schneider Electric based on the EUREF campus in Berlin. Since 2015, we have been working on integrated end-to-end solutions in energy and mobility for areas and quarters, cities and municipal utilities, companies and businesses. Energy and transport transition go hand in hand, but in our opinion, there is a lack of ready-made solutions for the implementation of renewable and decentralized energy supply in combination with mobility. We tackle the challenge of reconciling the different perspectives of consumers, energy suppliers and infrastructure operators. Based on our consulting experience, we develop new, innovative IT and service solutions as holistic, customer-specific solutions.

With its partner network, the **Team Charging Services** offers infrastructure and services for electromobility and decentralized energy supply throughout Germany. For the individual charging station up to mobility stations, we pursue our end-to-end approach, from conceptual design and planning to roll-out and installation to operation, including billing and customer service with 24/7 availability. Supported by software products from the Digital Solutions team and in direct exchange with the experts in the Consulting team of inno2grid, we accompany our customers in their implementation of the energy and transport transition.

You want to not only think about the energy and transport transition with enthusiasm, talent and expertise, but also implement it? Then you're an excellent problem solver for the complex, novel challenges our customers face as a result. Join our team and let's make an important contribution together!

## What you'll do:

- You take care of recurring process steps such as the billing of charging current at our charging stations and work on automating and improving these processes as much as possible
- You are the operational interface between the customer, the electrical company and our team as well as the Finance & Operations team in interdisciplinary implementation projects

- You collect and bundle information and customer data from various digital systems and ensure their correctness
- You communicate with various stakeholders around charging infrastructure for first-class customer service
- You optimize the existing operational processes for a continuous improvement of our services

### **What you bring:**

- Experience in the commercial field or training as an industrial clerk (or comparable) with a basic understanding of technical backgrounds, ideally in the field of electric mobility
- You have a service mentality and experience in using MS-Office and ERP/CRM systems
- At best, you bring experience from customer support and enjoy dealing with customers
- You have experience and willingness to use digital tools for remote support, or enjoy learning new tools and processes
- You enjoy taking on new tasks or making changes to existing processes and actively contributing to their design
- You are able to multitask, are dedicated, reliable and have a problem-solving mentality as well as a willingness to organize yourself
- You are business fluent in German and at best also in English

### **What we offer:**

- A young, diverse team of approx. 60 employees with flat hierarchies, a goal- and value-oriented mentality and a passion for new things
- A dynamic and secure working environment in a joint venture between the DB E.C.O Group and Schneider Electric, with the prospect of a long-term, varied career outlook
- A great deal of creative freedom and the ability to act on one's own responsibility
- Flexible working hours with mobile working
- A personal get-together at summer parties, team events, joint sports activities or simply lunch on our beautiful EUREF campus
- Benefits like a mobility budget (e.g. job ticket and bike, pool electric vehicle), company pension plan, fresh organic fruit in the office, ...

Does a varied job in a young company appeal to you?

Then we are looking forward to receiving your application with possible starting date to [bewerbung@inno2grid.com](mailto:bewerbung@inno2grid.com)!