Customer Success Engineer

Location: Greece, Thessaloniki

Level: Entry - Mid

Relevant experience: 1 - 3 years

NET2GRID

NET2GRID is an AI company which empowers energy retailers to become energy transition leaders by unlocking value from smart meter data. We provide the most accurate residential energy insights and predictions thanks to our unique know-how in collecting and analyzing smart meter data of all granularities. Our clients include E.ON, EDP, EDF, ENI. We have offices in the Netherlands, in Greece and in the USA.

This position is based in Thessaloniki.

Your role

You ideally have a combination of technical and business background. You are service-minded and have excellent communication skills. You are a self starter and love to work in a changing environment. You are a social person and a team player. You have experience in coordinating roles in a customer service environment, preferably in the energy sector or another B2B-area. You have a basic understanding of project management principles.

Key responsibilities include:

- Be the direct contact point of existing clients on a day to day basis to facilitate smooth operations and handle additional requests

- Support the execution of pilot projects with customers
- Be on the lookout for ways to enhance the clients' existing product and improve user experience
- Perform first level investigation (e.g root cause analysis), manage/coordinate the resolution of any technical issues that may arise
- Create and maintain support documentation

Who you are

- Structured way of working
- Full Professional English Proficiency in both speaking and writing
- Proficient with Google GSuite tools
- Preferably a STEM graduate
- Analytical thinking
- Result oriented
- An eye for detail
- Some international travelling might be necessary

Other requirements

Affinity with the retail energy sector including topics such as energy-transition or smart home

Why work at NET2GRID

Join our team and be part of a fast growing, innovative and fun Tech company! NET2GRID offers:

NET2GRID

- A dynamic start-up environment where you are able to take your career to the next level

- Flexibility with working from home

- Competitive salary

- Opportunities to travel abroad

- International working environment

- If you are passionate about AI, Machine learning, data-analytics, cloud computing, embedded development or you're passionate about new energy business models and innovative customer projects, join us!

How to apply

Please send your motivation letter and CV (2 pages max) at hr@net2grid.com.

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