



Client Operations Manager (Berlin/Arnhem)



This is Deftpower

The team behind Deftpower has great ideas for improving electric car charging and draws on more than a decade's worth of experience in the EV charging business in realising them.

Together, we are quickly building the industry's most advanced technology platform recalibrating EV drivers, their cars, charging points and the grid in a new metaverse. Less than a year after launching we are gaining major traction in the market with customers across Europe. They have one thing in common: they see that the future of mobility and energy is electric. One in which everything is integrated, and anyone can join. We believe that this market needs to grow quickly and that with the right support, customers and their EV drivers can be happier, businesses more profitable, and society cleaner

To help us in our mission we are looking for a Client Operations Manager, for our office in either Arnhem or Berlin.

What you'll be doing

As Client Relations Manager you will be in a very important link between our clients, partners, the sales team and the IT team you oversee all relationships with our clients and partners in Europe and always you try to make life easy for everyone. This is not a job to take lightly, we want to genuinely help usher in the era of emissions-free mobility and that means building and nurturing meaningful partnerships. Our operations should be the best and cleanest of all. Any obstacle you find in the way that mission, you remove.

You will work closely with the rest of the Sales, Operations and IT teams to help build an awesome product and ensure our clients achieve their goals. You'll be part of an environment of trust, diversity, and inclusion within our team, with a common goal to improve our product and build out



the company's foundations. The tech is fascinating, you help shape it. If you have a better way of doing things, we want to hear it. Here are some the activities you will be undertaking

- Learning and understanding everything about the automotive and energy sector
- Maintain constant communication with our clients, charge point operators and your colleagues to ensure proper operations of the organization.
- Ensure all operations, including contracts with clients are up to date and processed well.
- Based on your critical thinking and focus on problem solving, give the team advice how to improve operational efficiency.
- Any obstacle you find on the way to the happiness of our clients, you remove.
- Maybe you like to challenge yourself? Be our guest!

Your side of the bargain

We are looking for a candidate that loves maintaining and developing client relationships, is intrinsically motivated and enjoys a start-up environment.

- Master Degree and/or top resume.
- You can be new to the EV industry or not, what matters most is your mind-set and skills
- You want to learn more about electric cars, the way in which they charge, and how they can help us achieve a truly emission-free society without breaking our energy system
- Attention to details.
- You are enthusiastic and have perseverance; together with your team you work towards a great software product.
- We value a high level of integrity, motivation, transparency, and curiosity.
- We appreciate people that are hands-on, team players and not afraid of innovation.
- You can be green or very experienced, what matters is the mindset.
- English and the more extra languages the better.

Our side of the bargain

We want you to be happy and have the right energy to join us on our mission:

- Exposure to our partners and clients in the energy, automotive and financial industry.
- Fast paced environment with a steep learning curve.
- Environment of trust where self-management is encouraged.
- Flexibility; determine your working hours yourself, in consultation
- A compact company
- Good primary and secondary employment conditions in line with the market standard, including a pension plan and work laptop.

Would you like to help build Deftpower?

Then leave your details, CV and a brief letter of motivation at info@deftpower.com

We would like to get in touch with you to talk further about our joint future!
