



Come work as a Product Support Manager at a rapidly growing public company ... Become a part of our team!

Get to Know Us

Flux Power is a fast-paced, high-growth (40% YoY), publicly traded company (NASDAQ: FLUX) that is leading the adoption of lithium-ion technology solutions. We design, manufacture, and sell advanced lithium-ion battery packs that are disrupting the 100+ year old market for lead acid batteries. Our battery packs are used to power industrial and commercial equipment like forklifts and airport ground support equipment, as well as new applications like solar-powered EV charging stations.

About the Role:

The Product Support Manager will lead, grow, develop, and motivate a team of technical experts and subject matter experts (SME). Leading day-to-day operations of their assigned support team while coordinating to successfully manage a geographically diverse technical support group.

What you Will be Doing:

- Lead the team in the effort to resolve product issues by establishing and maintaining open lines of communication, collaborating cross-functionally, and providing effective communication to all stakeholders.
- Manage, mentor, and coach your assigned product support team, setting and communicating clear objectives and plans, developing a highly qualified and effective support team.
- Exhibit in-depth product knowledge and assist technical staff in making decisions with both technical and business implications.
- Measure, evaluate, and improve call center, repair center and field service processes, and service ticket workflow processes. Present weekly operating report/metrics and other reports on organizational performance against KPIs.
- Refine tools and processes that proactively identify the need for intervention and reactively respond to situations requiring technical assistance.
- Manage and improve the customer incident database to ensure service data integrity that feeds KPIs.
- Provide oversight of call center, repair center, and field service operations and coordinate with other product support managers to ensure timely customer issue resolution and escalation prevention.
- Manage spare part inventories, the product support material review board (MRB), and coordinate with the finance team for service invoicing and warranty claim matters from customers and service partners.
- Analyze data and insights from escalations to advocate on behalf of customers, drive decision making to improve products and processes, and drive long term customer and partner loyalty.

Required Education and Skills:

- Bachelor of Science degree in Electrical Engineering or related technical discipline (STEM majors).
- 4+ years of experience at a technology and/or manufacturing company.
- 2+ years of previous people manager or team lead experience over a technical team.
- Demonstrated success in account management and mitigating customer escalations.
- Possess excellent follow-up and follow-through skills with the ability to multitask daily.
- Advanced knowledge and previous experience with Microsoft Office programs, including complex analytics using Excel.
- Previous experience with an Enterprise Resource Planning (ERP) suite, Customer Relations Management (CRM) suite, or other large scale database platform (SQL).



- Previous experience with a data dashboard visualization tool examples, Tableau, Geckoboard, Power BI etc.
- Excellent oral and written communication skills, effective at collaborating with a wide variety of individuals and cross-functional teams while handling time and resource conflicts in high stress situations.
- Previous experience with Li-ion batteries, vehicle engineering, electrical systems, energy storage systems or similar is desired.
- Previous experience with lean manufacturing and ISO-9001 is desired.
- Perform other related duties as assigned.

What Can We Offer You for All Your Hard Work?

Benefits

- Medical, dental and vision insurance options
- 401K Plan with company match
- Life Insurance
- Employee Stock Purchase Plan
- Stock Options
- Cash Bonuses
- Paid Time Off
- Paid Holidays

We are committed to a safe, drug-free workplace by performing pre-employment background checks and substance testing.

Notes

- No recruiters, contractors, or consultants, please.
- No relocation assistance or visa sponsorships available for this position.

Please review our career page at <https://www.fluxpower.com/careers>

****Flux Power is proud to be an equal opportunity employer committed to providing employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age or disability, or any other class protected by Federal, State or local laws. Flux Power complies with all employment eligibility verification requirements of the Immigration and Nationality Act and all must have the authorization to work in the US.*