

Service Specialist / Product Expert (m/f/d) – Join the Energy Transition!

□ Midcosta is looking for reinforcements for our new location in Munich! Together with our strong development team in China, we develop innovative power energy solutions under the MidTeq brand, including inverters, battery storage systems, heat pumps, and wall boxes.

□ Our Background:

Our partner company, a leading distributor of Tier-1 inverters and storage solutions, has been successfully operating in the market since 2008 and is now one of the largest distributors. Since our merger at the end of last year, we have been marketing our solutions worldwide under the MidTeq brand.

□ We are looking for you!

As a **Customer Service Specialist / Product Expert (m/f/d)**, you will be the first point of contact for installers and support them with technical questions about our solar solutions – before, during, and after installation.

Your Mission:

- Provide technical support via phone, email, and chat – delivering quick and precise solutions for our installers and customers.
- Ensure smooth operations with after-sales service, ensuring installations function properly and customers are satisfied.
- Troubleshoot and resolve technical challenges efficiently.
- Train and advise installers during commissioning and present technical highlights.
- Communicate proactively about new features, updates, and product innovations.
- Collaborate with product development and sales to relay customer feedback and improve products.

Your Profile:

- Experience in technical customer support – ideally in the PV/energy sector.
- Strong understanding of inverters, storage systems, and wall boxes.
- Confidence in explaining technical solutions and highlights to installers in an understandable manner.
- Strong communication skills – the ability to explain complex matters simply.
- Solution-oriented work style and team spirit.
- □ Location: Our office is in Munich – you should be open to relocating or being regularly present on-site. □ We'll support you in settling in with us! □

□ Your Benefits with Us □

□ Passionate about excellent customer service? Then you've come to the right place! We offer not just an exciting job but also top benefits that will delight you:

- Flexibility: Full-time with the possibility of partial work from home.
- Dress code? Not here! Wear what you feel comfortable in – casual clothing is welcome.
- Success pays off! Annual bonus as recognition for your performance.
- Company events that rock! Celebrate and grow together.
- Never worry about parking again! Free parking right at the door.
- Work with style! Beautiful work environment at the DesignOffice.
- Pure team spirit! A highly motivated team that sticks together.

Start immediately!

- Sounds good? Then apply now and become part of the energy transition!

Write to us at fuerderer@midcosta.de.