

Vacancy at Quatt

Head of Customer Experience

Quatt



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The background of the slide features a close-up of a wooden sign with the word "Quatt" in a black, sans-serif font. The sign is covered in water droplets, suggesting a rainy day. To the right of the sign, there are some dried, brown plant stalks. The overall aesthetic is natural and modern.

Quatt

Requirements

- Over 8 years of experience
- Including at least 3 years in a leadership role
- Proven track record in designing and improving customer support processes
- Hands-on experience with tools like HubSpot, Zendesk, or Intercom
- Strong focus on continuous improvement in a fast-growing organization
- Data-driven mindset



Amsterdam

With its bold ambition to help three million households switch by 2030, Amsterdam-based scale-up Quatt leads the way toward a gas-free future. As the organization grows, so does the complexity and importance of its customer support. The Head of Customer Experience will build a scalable team, ensure exceptional customer service, and drive continuous improvement.

About Quatt

Quatt is on a mission to accelerate the transition to sustainable home energy. As the market leader in hybrid heat pumps, its portfolio includes the Quatt Hybrid, the All-Electric heat pump, the Quatt Chill (a smart upgrade for existing systems), the HomeBattery, and fully sustainable Quatt Energy. Over fifteen thousand customers have already experienced the benefits of these innovative systems.

Founded in 2021 by brothers Marijn and Bas Flipse – now CEO and COO – Quatt combines deep technical know-how with a radically different approach to the energy market. By managing the entire value chain in-house, the company shortens the traditionally long and fragmented process involving manufacturers, wholesalers, and installers. This integrated model allows feedback from customers and installers to directly shape product development, always keeping Quatt at the forefront of innovation.

What truly sets Quatt apart is its blend of smart technology, appealing design, and affordability. But above all, it's a company driven by people: smart, passionate individuals who are genuinely excited to shape the future of home energy – both in the Netherlands and beyond.





Head of Customer Experience

As more people choose Quatt, the customer support team plays an increasingly active role in helping a growing number of users. To maintain best-in-class service experience and build a future-proof support department, the company is hiring an experienced Head of Customer Experience.

The role combines strategic oversight with day-to-day operational responsibility for the entire Customer Experience department of over twenty team members. These are organized into two distinct teams: one focused on more high-level inquiries, and another with a more technical skillset, offering first-line and second-line support. Each team is led by a dedicated team lead. Together, these sub teams form the backbone of Quatt's customer support and play a crucial role in maintaining customer satisfaction at scale.

One of the key priorities for this role is to shape a team structure that fosters ownership, supports professional growth, and creates conditions for long-term stability. Part of this effort involves building a reliable, flexible pool of external support staff to ensure Quatt can maintain consistent service quality even during the busiest winter periods. Equally important is improving access to knowledge across the team. By identifying and resolving the blind spots that previously caused delays, the Head of Customer Experience enables faster first response and resolution times, along with a measurable improvement in customer effort scores. Training, clear processes, and smart (AI-driven) tooling all drive this progress. Plus, the vision this professional brings – setting the tone for a proactive, customer-centric way of working and showing the team what 'good' looks like, and how to make it even better.

From HubSpot to Zendesk

Quatt is transitioning from HubSpot to Zendesk – an important step toward a more streamlined, efficient, and personalized customer experience. The Head of Customer Experience will take ownership of the tooling strategy, securing best-in-class systems that boost productivity and satisfaction. Supporting the effort is a Product Owner dedicated to Zendesk, who reports directly to the Head of Customer Experience. By aligning with teams across the organization – particularly Sales, Product, and Operations – the Head of Customer Experience ensures that support processes evolve in tandem with Quatt’s rapid growth and innovation. The role has a direct reporting line to COO Bas Flipse.

“In this role, you bring an innovative mindset and a drive for continuous improvement, while ensuring the stability that is just as crucial. Your experience in building customer trust through proactive, customer-centric support will help you demonstrate what excellence looks like and challenge the status quo – always keeping the customer at the heart of everything you do.”

Bas Flipse,
COO

While the fast pace at which Quatt develops and innovates makes it an exciting place to work, this role also demands the ability to maintain clarity and stability amid constant change. The Head of Customer Experience must excel at balancing this tightrope. Strong leadership skills and a data-driven mindset are essential – but above all, a commitment to the company is key. The ideal candidate is in it for the long term – driven not only by enthusiasm for the role and the company but also by a strong dedication to advancing Quatt’s mission.





Interested?

Quatt is working with Top of Minds to fill this vacancy.

To express your interest, please contact Marlies Hoogvliet at marlies.hoogvliet@topofminds.com



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