

# Senior Customer Support Engineer

**We build disruptive technology that is revolutionizing how things are tracked.**

At RedLore, we keep track of all physical objects making up our world: crucial equipment allowing a factory to produce, hardware keeping a construction project on schedule, an employee working in a potentially dangerous area.

Whether you are a development engineer, a sales associate, or a supply chain manager, at RedLore our people are passionate about inventing and building novel technologies to solve real-world problems. We love that our technology makes our customers more successful and the world around us a more enjoyable and environmentally friendly place.

At RedLore, we believe that applying our talents, enthusiasm and teamwork are the keys to reaching not only our company goals, but also to achieving personal growth. Our culture is a combination of pushing for the best of what is within us while at the same time fostering a sense of fun along every step of the journey.

If you are result-driven, ambitious, and passionate about shaping technology, we'd love to hear from you!

## What you'll be doing

- Acting as the link between the customer, sales, and development.
- Obtaining and maintaining a high expertise level of the RedLore technology.
- Conducting technical consultations with customers and attending sales calls to provide technical expertise on RedLore products.
- Describing customer requirements in a technical form that the R&D team can implement.
- Leading the technical onboarding of customers with RedLore technology.
- Leading customer conversations and being able to adapt to the expertise level of individuals.
- Establishing and maintaining customer relations.

## What's in it for you

- A thrilling and fast-paced working environment, where new ideas are brought to life on a weekly basis, where your ideas are taken seriously, and your work has a direct impact on the success of the company.
- A working environment where your colleagues are as enthusiastic and competent as you are, far from politics and slow decision making.
- A growth environment where your role can change in time to accommodate your personal ambitions in line with the company's needs.
- An attractive compensation schedule where your personal success is directly related to the company's success.

## Experience and skills important for success

- You are an excellent communicator. You can speak with authority, and you know how to convey a technical message in plain terms.
- You know how to filter important customer requests from what is less important and can negotiate to find a balance between the customer's and RedLore's needs.
- You have at least a few years' experience dealing with customers, even if that experience is unrelated to RedLore's activity.
- You have a degree in engineering or consider yourself equivalent through experience.
- You are highly intelligent and have a strong analytical mindset.
- You have a very good command of English in reading, writing, and speaking.
- You are not afraid to work hard to reach your goals.

*If your skillset and experience is close to the above but not quite 100%, we would still like to hear from you. We acknowledge that given the right mindset you can grow in the job. Just blow us away with your attitude and personality!*

## Inclusion at RedLore

We fully embrace diversity because we believe it makes our company and our people better and stronger, regardless of gender, sexual orientation, race, religion, political affiliation, age, and disabilities.