



Consumer Physics is looking for Customer Support team member.

Consumer Physics (www.ConsumerPhysics.com) develops SCiO, the world's first pocket sized molecular sensor, which allows consumers and business to perform material sensing anywhere, anytime. Our revolutionary technology opens up the world of material sensing to let consumers identify the quality and nutritional value of the foods they eat and allows businesses to analyze materials in the field or on the production floor. Many more applications are being developed by our developer community worldwide.

The customer support member provides support for our existing and potential clients (B2B and B2C). This position has frequent email interaction with our clients around the globe and requires the development of in-depth product knowledge as well as the highest level of customer service skills. The job includes handling customers' inquiries via emails, creating and resolving tickets, generating reports and analysis of users' activity, working with other teams and groups to address clients' needs.

Job Responsibilities:

- Working with client around the globe
- Ability to understand customer requirements, identify their needs and address them
- Provide best in class service experience for every client who contacts support for assistance.
- Respond customer inquiries by email.
- Escalate problems to R&D, Product Manager, Sales etc.
- Generating queries and reports to analyze users' activity

Job requirements

- Native level English – a must
- Great communication skills – both verbal and written
- Background / knowledge in Physics / Chemistry – huge advantage
- Knowledge of databases, SQL, BI tools – an advantage
- Excellent organizational skills, attention to detail and ability to manage multiple tasks
- Technology-oriented with analytic thinking and problem-solving skills

Please send CV to job141@consumerphysics.com