

## Optical Customer Support Specialist

Horizons Optical, Innovation company in the Optical sector located in Sant Cugat del Vallés (Barcelona), is looking for a customer service specialist who will be the 3D frames product specialist. Offering a professional career path within the company, we are looking for someone passionate for innovation, who is willing to grow in the company and excited to be part of Made4U concept: tailored eye frames 3D printed

Customer specialist responsibilities include resolving customer queries, giving support, recommending solutions and guiding opticians through features and functionalities of our product. This person will be also in charge of quality validation and new customers planning.

### Job purpose

- Give technical support to the customer on 3D frames
- Guide customer through best features and functionalities of our 3D frames
- Identify customer needs and help them to use and understand specific features
- Tailored frames quality controls
- Analyse and report product defects
- New customers planning
- Supplier management

### Job brief

We are looking for a Customer Support Specialist based in Sant Cugat del Vallés (Barcelona) to assist and give support to our customers in 3D frames, analysing the technical problems and recommending how to use the product. This person will be the 3D frames product expert.

Customer Support Specialist responsibilities include resolving customer queries, recommending solutions and guiding product users through features and functionalities. To guarantee the quality of our products we need to validate the product before shipping the frames and to identify opportunities for improvement analysing product defects. Additionally, Customer support is responsible of new customers planification and supplier management.

To be successful in this role, you should be an excellent communicator who's able to earn our clients' trust.

Ultimately, you will help establish our reputation as a company that offers quality products and guarantee the excellence experience on customer support

## Responsibilities

- Respond to customer queries in a timely and accurate way
- Identify customer needs and help to understand specific features of tailored 3D frames
- Product expert
- Quality control before shipping to opticians
- Share feature requests and effective workarounds with team members
- Analyse and report product defects
- Update internal database with information about technical issues, analysis and solution
- Management of opportunities for improvement
- Inform customers about new features and functionalities
- Coordinate new customer launching with Sales and Marketing and technical support team
- 3D frames supplier management including orders follow up, product defects communication and new requests

## Knowledge, skills and experience required

- Degree in Optometry
- English language is a must
- Familiarity with our industry is a plus
- Excellent attention to detail - Analytical mindset
- Coordination and organization skills
- Excellent communication and problem-solving skills
- Multi-tasking abilities
- Advance MS Office suite user