

# ARENDAAL

## Open Job Position

Open positions for **Customer Support Specialist**;

- Work remotely - does not matter where you live.
- Full time.

### What is a Customer Support Specialist?

At Arendal Sound, everyone will be contributing to the same vision, no matter your day to day position. Our Customer Support is our most important responsibility to be a leading consumer direct speaker manufacturer.

This is not the traditional Customer Support position in a call center. Actually it is very different. We do not directly operate with sales, even though that is where our income is generated from. What we really live by is customer guidance and customer care. And that on an exceptional level. "Helping" and "selling" are two quite different mentalities.

We handle incoming inquiries primarily by email, live chat, and some by phone. Most of the customers are already very interested in our products and our job is primarily providing them with professional guidance so he/she can make the right choices.

So obviously customer support is the main responsibility of this position. Still, it's with a wide variety of tasks and responsibilities. You will also be an important part of the local market you are living in, to be our eyes and ears to improve and evolve that market too. This can be general customer and market behaviour, market changes, arranging reviews, be on social media or forums and so much more.

You will also be a part of the internal product development community, market strategies and so much more. Everything in this company, you will be a part of. We are a team.

### What do we want from you?

First, you need to be confident. Then we are looking for a loyal, relationship-building and enthusiastic personality with great work ethic. The right person will be realistic, results-oriented and tackles a hectic everyday life.



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We would like you to have some kind of customer experience, whether it is in sales or customer service, and of course that to have an understanding or experience within the audio category. You will hopefully be above the average in terms of your passion for audio overall. We are an audio company selling audio gear, and mixed with exception customer support you will need the extra layer of passion.

You would be a person who cares and thrives to please customers by helping them to get most of their hard earned money.

## What do you get by working with us?

With us, you will be working with knowledgeable and targeted people who create innovative products and concepts in the speaker industry. You want an active and dynamic position that is of great importance, and that you will be a part of shaping our future. We hire people who strengthen each other and create a strong team for the long run.

For the right person who has ambitions and goals, there are very good development opportunities and challenges to build a long-term career with us. We are concerned that you are engaged in work of quality that gives you meaning in everyday life. We let no one sit on the sideline, everyone contributes to our vision.

We are facing a global expansion with Arendal Sound and need you to have high ambitions and want a meaningful and engaging everyday life.

We can offer an attractive workplace for you who love sound, customer care, challenges and not least have big ambitions to take Arendal Sound to great heights globally.

You will also be well trained in all our products, technologies and cloud systems. The onboarding to our A-Team will be structured in steps so you will have time to grasp everything that's new. You can always learn products but interest and enthusiasm is in your bones.

Our work day is dynamic and eventful.

## What we want from your skills and experience

- Good work ethic
- Independent, conscientious, loyal and honest
- Your communication skills must be good, structured and clear



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- You must have good technical understanding of audio products
- Good computer skills with efficient handling
- English fluent, written and oral (and other languages if described in the title)
- You like to develop and are result-oriented
- You must like to be in contact with people
- Its good if you have experience from customer support or service of any kind

Submit an application via [this](#) link.

Questions can be sent to email [career@arendalsound.com](mailto:career@arendalsound.com).

