



153 ^{BPM}
234 ^W

MICROOLED

INNOVATIVE AMOLED SOLUTIONS

Our company :

ENGO is a brand of Microoled, a world leader company based in Grenoble dedicated to Oled microdisplays, with very high resolution, outstanding image quality, and high-power efficiency for applications like electronic viewfinders, head mounted displays, wearable Augmented Reality, Virtual Reality.

ENGO is at the forefront of augmented reality for endurance athletes. Our ActiveLook technology provides real-time, hands-free access to performance metrics like heart rate, pace, and more, right on the lens of our ENGO eyewear. From runners to cyclists, our customers rely on ENGO to stay focused and informed while achieving their best results.

Are you passionate about endurance sports and cutting-edge wearable technology? Do you thrive in a customer-facing role where you can be the voice of both the brand and the user? If you're excited about building meaningful relationships with athletes while helping them elevate their performance with revolutionary augmented reality eyewear, we want you to join our team at ENGO!

You are ready to turn your passion for sports and technology into a rewarding career, you think you are the right candidate, do not hesitate any longer! Apply today and help endurance athletes reach their potential with ENGO!

Send your resume and a brief cover letter to Rh@microoled.net

www.microoled.net
www.activelook.net
www.engoeyewear.com

We are looking for a Customer Success Leader for our connected glasses – ENGO Eyewear

As our Customer Success Leader, you'll be the primary point of contact for both potential and existing customers, helping them unlock the full potential of ENGO. You will provide world-class support and education on our product, ensuring a seamless experience from pre-sales to post-purchase. You'll play a key role in shaping the brand's voice and ensuring customers get the most from their ENGO eyewear.

Key Responsibilities:

- **Customer Communication:** answer customer inquiries across multiple platforms (email, social media, forums) with a focus on delivering helpful, friendly, and accurate responses.
- **Technical Expertise:** Gain a deep understanding of ENGO eyewear and the ActiveLook apps, troubleshooting issues and providing insights on best practices.
- **Community Engagement:** Manage pre-sales and post-purchase conversations, nurturing relationships with customers, athletes, and influencers.
- **Brand Advocacy:** Serve as the face of ENGO, creating a positive brand experience for customers and maintaining the company's image through thoughtful, strategic communication.
- **Feedback & Improvement:** Collaborate with product teams, relaying customer feedback and insights to continuously improve the ENGO experience.
- **Content Creation:** Define and refine customer service templates, macros, and communication strategies to streamline our support channels.
- **Athlete-Centric:** Help customers understand how ENGO can transform their training and racing, offering insights from your own experiences (as a sports enthusiast or endurance athlete).

Profile:

- **Bachelor's degree in Digital Marketing or similar**, you have a **proven experience** in a customer-facing role, with a strong ability to build rapport and solve customer issues.
- **Sports Enthusiast:** Ideally, you're an endurance athlete (runner, cyclist, etc.) who understands the value of real-time performance data.
- **Comfortable with technology**, you'll be expected to fully understand and explain our hardware and apps, ensuring the best customer experience.
- **Excellent Communication Skills:** Fluent in English, with strong writing and interpersonal communication abilities. Any additional languages are a plus!
- **Problem-Solver:** Proactive in identifying and resolving issues while keeping the customer's needs front and center.
- **Social Media & Community Building:** Ability to engage with customers and grow our community through meaningful interactions on social media and forums.
- **Self-Motivated & Organized:** You'll manage multiple tasks and communication channels while maintaining attention to detail and a positive attitude.