

## ASIA PACIFIC CUSTOMER SUPPORT AGENT

**Singapore, Full time, Start date: Asap**

### **Delair:**

Delair is the world leader in professional UAVs and data solutions for Industries, Ag, Geospatial, construction and Security. Its solutions revolutionize the way industries work with aerial digital data.

With customers in more than 80 countries so far, Delair's growth and expansion have been phenomenal.

By joining Delair, you will do much more than just participate to the development of worldwide drone industrial solutions. You'll help many industrial companies in making tomorrow's strategic decisions based on reliable & cost-efficient data.

Imagine a job you can enjoy while having an impact on a brand-new market. You can make a difference every single day as you develop and implement your ideas as part of a brilliant, forward-looking company!

It is in technical excellence and perpetual innovation process that we recognize ourselves.

As a young, energetic and highly motivated team, we work in a stimulating and pleasant working environment. Dedication and innovation are rewarding and rewarded, giving you a unique opportunity to gain valuable and challenging experience in a rapidly growing business with passionate and easy-going enthusiastic people.

### **Your missions:**

As a member of the Customer Support Operations (CSO) and as first technical & operational agent in the region, you will be at the forefront of the relationship with our customers based in the Asia Pacific region including China; ensuring that they always receive friendly, helpful, and efficient support when issues occur. You will also participate actively to the pre-sales technical activities and to post-sales activities by delivering product training to Delair customers and partners.

As Asia Pacific Customer Support Agent, you'll interact directly with customers to answer questions, find solutions and deliver world-class customer support. CSA's love people and can quickly diagnose customer issues to find solutions. Because our primary method of communication with customers occurs via mails and phone, impeccable writing and speaking skills are critical. CSA's have the important task of ensuring customers receive timely and accurate responses to solve issues as quickly as possible. This role requires flexible, fast-acting individuals who are energized by solving problems and helping others.

Your responsibilities will include, but will not be limited to, the following:

- Providing prompt, efficient, detailed, customer-oriented service to Delair customers by collecting all required information & realizing a first technical diagnostic.
- Implementing solutions to repair customer products.
- Being a voice and advocate for our customers when something doesn't feel right or can be improved.

- Participate to operational pre-sales activities such as demo.
- Organize & conduct training sessions for customers & distributors.
- Actively seeking solutions to customer needs, communicating trends to leadership, and suggesting innovative solutions on behalf of the customer experience.
- Assisting with customer communication during product launches and support events.
- Making sure internal knowledge documentations are updated.

## Your profile:

### Qualifications:

- **2+ years' experience in a related customer oriented role, providing technical support.**
- Demonstrated analysis and skills troubleshooting expertise.
- Ability to summarize technical customer issues into notes that are readable by other parties.
- A drive to dig into the details of a system or process to solve customer problems.
- Certified: you own the pilot certificate to fly different UAV scenario.
- Excitement to learn new technologies.
- **Excellent English and Chinese (Mandarin)** oral and written communication skills are mandatory.
- Desire to continuously learn, adapt and work in a fun, fast-paced environment

### Skills:

- Passionate about solving problems and helping customers succeed.
- Work independently, effectively prioritize and manage your time.
- Capacity to listen & empathize with users in a way that demonstrates you care about their issue and can be relied on to solve it.
- An analytical & synthetical thinker. "If there is a problem I have a solution" attitude.
- Detail-oriented. Supremely well-organized with attention to detail.
- A Team Player. Ability to work effectively and cross-functionally both internally and externally.

## Interested?

If you think you are the right person for these missions, please apply by sending your CV and a cover letter to: [hr@delair.aero](mailto:hr@delair.aero).

