



## Product Support Technician

### The Company

KoreLock provides industry-leading IoT Smart Lock enablement to manufacturers of traditional door locks, alternative locking mechanisms, and software platforms. With custom circuit board assembly (PCBA), ready-made cloud software, brandable mobile apps, and SDKs, KoreLock greatly reduces time to market, risk, and cost for our partners. Based in Denver, Colorado, KoreLock's Smart Lock solutions are embedded in over 70,000 locking devices worldwide.

If you're looking for an exciting opportunity to get in on the ground floor of an early-stage tech company, apply now and join us!

### The Role

As a Product Support Representative, you are a crucial part of the KoreLock team, responsible for employing a solutions approach to resolving and/or answering customers' inquiries through troubleshooting and an intermediate level of product knowledge. This position will interact with external customers, distributors, locksmiths, and other partners as needed.

### What You Will Do

- Develop an intermediate-level understanding of KoreLock's electronic and software products.
- Develop a working knowledge of all catalogs, manuals, instruction sheets, and templates.
- Provide positive customer experiences by troubleshooting technical problems. Conduct primary support via phone, email, and instant messaging.
- Ability to identify the customer's needs and explain intermediate solutions in ways the customer can understand and successfully implement.
- Perform primary root-cause analysis of products returned from customers.
- Address all interactions and drive them to successful resolution or escalate as required.
- Perform logical troubleshooting of technical issues, including onboarding and WiFi connectivity issues.
- Populate the CRM and Knowledge database with solutions to product problems.



- Generate, update, and/or create service request tickets for all communications.
- Provide support to cross-functional teams within the organization as required.
- Meet all service level agreements as set by management.
- Additional duties as assigned by manager.

### **What You Need to Succeed**

- 3+ years of related industry and/or customer service experience.
- A HS Diploma or GED is required. An Associates Degree is preferred.
- Possess basic knowledge of mechanical and electronic products.
- Strong written and verbal communication skills.
- Working knowledge of PC-based software applications (Microsoft Office: Outlook, Word, Excel) and basic web applications.
- Ability to multi-task, prioritize, and manage time efficiently.
- Ability to identify recurring customer issues.
- Ability to develop cross-functional, professional working relationships.

### **Compensation / Benefits**

- Full-time position with a yearly salary range of \$45,000 to \$60,000.
- Hybrid in-office and remote work available.
- Taxable benefits to eligible employees to assist with procuring health insurance coverage.
- Open PTO Policy.
- Flexible and fun startup environment.
- Modern office environment with attractive amenities.

### **How to Apply**

Please email us at [info@korelock.com](mailto:info@korelock.com) with your resume and a cover letter of interest. No phone calls please. Applications will be accepted until the position is filled.

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