

As a **Field Robot Engineer** at **Carbon Robotics, based out of Munich, Germany** you are responsible for ensuring customer success via successful implementation and maintenance of Carbon Robotics Equipment. This includes training of operators, equipment supervisors or farm managers by making usage recommendations based on agronomic knowledge and implementing set up. In the post implementation stage you are responsible for customer machinery preventative maintenance and repairs. You will ensure continued customer satisfaction post delivery by establishing a trustworthy relationship. Other responsibilities will include acting as a liaison to engineering and product departments by communicating customer wishes and complaints, equipment performance and pain points or bottlenecks.`

What you'll do:

- The training of operators and all farm personnel required to successfully implement the use of Carbon Robotics equipment to growers.
- Understanding of agricultural and operational workflow and ability to make machine usage recommendations based on this knowledge.
- Serve as the lead point of contact for assigned accounts.
- Perform monthly maintenance on customer machines.
- Perform mechanical, electrical and repairs on customer machines in general when issues arise and coordinate with the customer the right moment to perform these repairs.
- Overseeing and management of service tickets for service territory.
- The ability to learn and teach every facet of usage of equipment, from transportation, maintenance to field utilization and operation.
- Logging, documenting and communicating customer experience and pain points to engineering and product teams.
- Work with other departments to ensure information and customer success in assigned accounts/machines.
- Supervision of machine operations to ensure optimal usage recommendations to growers.
- Develop trusted advisor relationships with key accounts.
- Ensure successful delivery of purchased equipment.
- Ensuring continued customer satisfaction post delivery of equipment
- Clearly communicate progress and other issues/matters with the Manager, Customer Success, or Lead Field Robot Engineer (depending on the region) for your region/country and other multiple stakeholders.

Knowledge, Skills, and Abilities:

- Excellent communication skills.

- Understanding of operational workflow and demands.
- Strong customer relationship management.
- Adequate mechanical and electrical skills to carry on maintenance and repairs on the machine.
- Ability to perform work properly under pressure.
- Strong work ethic.
- Knowledge of basic usage of tablet/computer interfaces.
- Bilingual (region dependent)