



Creator Support Agent

Description of the role:

We are looking for a Customer Support Agent to join the customer support team at Luminary ROLI. This involves providing high-level support to creators. Our creators include a diverse group: renowned music artists and producers, professional musicians, hobbyist musicians and producers, and individuals eager to learn a new instrument. As a Customer Support Agent, you will assist them via email using Freshdesk and social media platforms like Facebook and Instagram via Sprout Social.

The Customer Support Agent role requires responsiveness, attention to detail, and a customer-centric approach to ensure creators receive the assistance they need promptly and effectively. As part of the Support Team, you'll resolve issues related to registration, authorisation, sales inquiries, and technical difficulties while mastering all Luminary ROLI Hardware and Software products. Additionally, the Support Team collaborates closely with many other teams, providing valuable exposure to broader business operations.

What you'll do:

- **Provide Support:** Answer tickets in Freshdesk and respond to social media messages via Sprout Social, offering detailed and thorough guidance to creators.
- **Manage Live Chats:** Respond to support live chats to address immediate queries and concerns from creators.
- **Handle Product Inquiries:** Acknowledged questions from non-support team members about ROLI products.
- **Resolve Issues:** Troubleshoot and resolve registration and authorisation issues promptly.
- **Product Mastery:** Learn the Luminary ROLI Hardware and Software products to provide comprehensive support.
- **Create Knowledge Base:** Suggest and create new knowledge base articles to assist creators with common inquiries and issues. This may also involve creating 'how to' videos and walkthroughs.
- **Collaborate:** Interact with various ROLI team members to ensure alignment on objectives, priorities, and personal bandwidth and to contribute to ongoing process improvements.

What you'll need:

- A passion and willingness to help creators get the most out of their investment.
- Confidence in multi-tasking across various communication channels and platforms.
- A proactive, self-starter attitude. You must be able to manage your ticket queue and prioritise accordingly.
- Previous Music Tech experience, mainly using DAWs and MPE hardware and software instruments
- Technical proficiency with tools like Freshdesk and Sprout Social to effectively manage tickets and messages.



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- A keen eye for detail to address issues promptly and prevent them from escalating.
- Proven ability to quickly learn and master music technology hardware and software products.
- A proactive-orientated approach and the ability to suggest improvements and contribute to new knowledge base articles to enhance support.
- Strong interpersonal skills and teamwork are vital for fostering a positive and productive work environment.

Bonus points:

- Experience with Jira
- JUCE / C++ coding experience

Our Mission:

Luminary's mission is to enable more people to experience the transformative power of life-long music-making. We do this by making the whole music learning and practice process more inspiring and practical. We are a hardware, software, and content music technology company based in Dalston, London. Our focus on pioneering new and innovative technological solutions to the challenges that face music learners and makers has meant that our products are used by composers, producers, artists, engineers, and hobbyists worldwide.

Luminary ROLI Ltd offers:

- The opportunity to work with the leading, progressive minds within technology, hardware, and music creation to directly impact the way we create and interact with music
- A competitive salary according to your level of experience
- A range of meaningful benefits including:
 - Following probation, a competitive health care cash plan and a generous bike-to-work scheme
 - A competitive company pension scheme following 3 months of full-time work
 - 23 days holiday with 2 additional social impact days and the standard 8 statutory holiday days
 - 20 hours per year dedicated to volunteering within the local community
 - Flexible working hours
 - 'Lending Library' of all ROLI products
 - Team member discounts on ROLI products
 - Apple laptop and relevant software licenses for your role
 - Generous Parental Leave policy
 - Wellness perks: yoga, massages and craniosacral therapy
 - Company-wide Hack Days and team outings
 - In-house bike storage
 - We offer a hybrid working approach. We will discuss the latest updates with



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regard to remote working as part of our interview process.

Luminary ROLI Ltd wholeheartedly believes that difference stimulates a healthy and productive environment and positively impacts the products we create. We actively encourage diversity of background and perspective, and as an equal opportunities employer, we oppose all forms of unlawful or unfair discrimination in all of our employment-related processes and matters.