

Job Description

Job title:	Product Support Advisor
Reporting to:	Team Manager – Product Support
Direct reports:	None
Division:	Operations

Purpose of job

This role exists within a busy call centre environment providing technical advice.

You will be responsible for answering telephone and email and live chat enquiries from Garmin Europe consumers.

Responsible for providing excellent quality advice in order to meet daily personal and team performance targets.

Key duties and responsibilities

Respond to customer calls, emails and live chat in a timely manner within the required performance targets of the department.

Investigate customer's problems, providing quality, accurate and factual replies; escalating customer queries as required.

Consistently maximize work output through efficient use of time and resources.

Continually improve knowledge of the technologies developed by Garmin within the associate's area of specialisation.

Identify growing problems and bring these to the attention of a Team Manager or Second Level Technical Support.

Promoting clear communications between Garmin Europe and its customers. Propose knowledge support articles for all members of the team to use. Ensure that ISO procedures are observed.

Provide the Marketing department with support during the organisation and execution of shows as required.

Other duties as and when requested by Manager

- Ensure calls are handled according to department quality requirements, this includes, Call times, Hold times and Wrap up times.
- Ensure customer emails and live chats are replied to within our set SLA's with quality, accurate and factual replies.

Technical Requirements

- A background in consumer electronics support is preferred

Department Specific Technical Requirements

Strong computer skills, Microsoft Office, Word, Excel, experience of Mac and CRM systems would be an advantage
Full training given on Garmin products and systems

Education and experience

Experience of working in a customer focussed environment, preferably on inbound calls, or in a technical support function.

Excellent level of spoken and written English required as training is provided in English

A good telephone manner with the ability to adapt your response to the technical level of the customer; showing tolerance and professionalism at all times

Qualified to GCSE level or equivalent.

Language Skills: Polish would be an advantage

An interest in gadgets and technology are a definite advantage as are interest in outdoor and fitness pursuits