



# WE NEED YOU

## WE'RE LOOKING FOR

National Performance Co-Ordinator

### LOCATION:

Ireland Nationwide Field Role

### WORKING HOURS:

40 Hours Per Week

### SALARY:

€36,000 to €40,000

### OTHER BENEFITS:

15% Bonus, Company Car, Life Assurance, Rewards Hub, Aviva Pension, Samsung Discounts, Company Sick Pay.

### CONTACT TYPE:

Permanent

### REPORTING IN TO:

Client Services Manager

## WE'RE LOOKING FOR A HANDS-ON PROBLEM-SOLVER

At Samsung UK, the Customer Experience team looks after customer support across a wide range of products and services. We play a key role in the business, working closely with Sales, Marketing and Finance in the UK, while also being part of Samsung's wider global service network.

As our National Performance Coordinator (NPC) your role is to support customers throughout their entire product journey, from helping them before they buy, to ongoing support, and right through to their next purchase. The focus is on building customer loyalty by delivering straightforward, positive experiences.

You'll work with a mix of digital tools, contact centre support and our network of service engineers. Whether that's on the high street, in customers' homes or through our central repair centres.

Joining the Customer Experience team means being right at the centre of how Samsung supports its customers. You'll help strengthen customer trust, support business performance and contribute to the continued growth of the brand.

## TO MAKE A REAL DIFFERENCE IN THESE AREAS

### REPAIR PARTNER SUPPORT

- Effectively build relationships across your partner networks in Ireland, providing support and expertise on any challenges
- Visiting targeted partners, identifying issues, and dedicating on-site time to address specific performance opportunities. This approach empowers partners to implement effective actions for driving change
- Build strong relationships to encourage partners and contact centres to work closely with the team to enhance the customer journeys for their Samsung customers

### PROCESS IMPROVEMENT

- Review Ireland's authorised service network focusing on key performance metrics to create targeted weekly action plans for the NPC team, driving operational priorities
- Identify best practice and seek out where synergies exist for the wider adoption across other operating models, including the teams in the UK
- Contribute to developing services in line with operational experiences to ensure the continual operational improvement and strengthening of the Samsung Brand

## PROBLEM SOLVING

- Support senior leadership in addressing business-critical incidents within the authorised service network
- Identify areas for improvement within the CS infrastructure and implement necessary changes
- Highlight concerns to relevant sub-teams within CS, such as product liaison, CEO Office, Finance, Credit, risk and audit compliance
- Request support from the Operations team to address issues like spare part delivery's (shortages or damages), warranty claims (deductions or excessive delays) and flagged system problems.
- Action both positive and negative customer verbatim, to adjust as necessary to improve Customer Satisfaction (R-NPS)

## INNOVATION

- Investigate why customers required a repeated repair. Focusing on product quality, engineers, and admin factors. Encourage the use of Technical Bulletins and boost IQC, HASS, SDT and Engineer Chatbot usage
- Manage projects and introduce new tools as needed across the product lineup
- Support key stakeholders in preparing for new product or process introductions by engaging partners and improving performance
- Identify and resolve opportunities to improve performance metrics for service partners not meeting service level agreements

## DATA ANALYSIS & COMPLIANCE

- Ensure that Repair Authority, training and ongoing certification is in place and achieving target
- Work with key members of the CS team to ensure partner KPI and process adherence
- Create reports and templates that can be used as “best practice” and shared with colleagues
- Work closely with the Network Support Team to improve data accuracy from the service partners, in relation to Service order tracking measures
- Report and support wider CS project teams, tracking progress against key success metrics and deliverables
- Analyse financial models and assist partners in need

## EFFICIENCY IMPROVEMENT

- Improve partner service slot availability through the Field Schedule Management tool in the field with service partners and reflective through contact center and online journeys
- Work with the partners to improve their First Time Completion (FTC), through improved triage techniques and more efficient part handling (e.g. stock, part cut off times and technical bulletin adherence)
- Reduce the cost of service through supporting best practice diagnosis and Improving Component Level Repair (CLR)
- Manage Failure Cost Ratio (FCR) through a reduction in manual invoices, improved repair activity (reduce exchange requests) and push for use of phone fix (PF) over physical visit where able
- Increase network capacity to speed up repairs, measured through Long-Term pending (LTP) and Customer Turnaround Time (C-TAT)

## OUR IDEAL PERSON & THE ESSENTIALS WE'RE AFTER

- You're ready for travel and adaptable to changing plans to support your repair partners within Ireland
- You possess strong organisational skills and autonomy to provide support where and when it's needed
- You can build robust business relationships with both internal and external stakeholders
- You approach problem-solving with tenacity and logic
- Your communication and interpersonal skills are strong and concise
- You can maintain the necessary level of company confidentiality
- You're skilled at prioritising key issues to achieve targeted results
- You have a keen sense of commercial awareness
- You come with experience in project management and process implementation
- You're proficient in the Microsoft Office suite, particularly PowerPoint, Visio, and Excel
- You've got experience in designing, compiling, and analysing reports containing service data
- You have knowledge of Quality Management and Auditing
- You're an initiative taker and a collaborative team member, combining both qualities effectively
- Occasional travel back to the UK for training and meetings may be required

**Our ETHIC values are at the core of everything we do, the way we think, the approach we take. These five values are qualities we look for in every single member of the Blue Square team.**

