



WE NEED YOU

WE'RE LOOKING FOR

Field Specialist & Customer Support
Executive

LOCATION:

Remote

WORKING HOURS:

Monday – Friday, 8:30am – 17:30pm

SALARY/DAY RATE:

Up to £25,604.80 per annum

OTHER BENEFITS:

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

CONTACT TYPE:

Permanent

REPORTING IN TO:

Customer Support & Operations Manager

WE'RE LOOKING FOR A DETAIL ORIENTATED PERSON

The Early Life Team support Samsung's customer journey with repairs in the Early Life of an appliance, along with in-warranty and out-of-warranty repairs. The Field Specialists & Customer Support Executive will be vital to supporting the customers and Field Specialists.

As our Field Specialist & Customer Support Executive, you will be responsible for supporting the Field Specialists out in the field, supporting a Samsung Repair Team, and making sure everything runs smoothly and is on plan your roles will be key to ensuring the Field Specialists have everything they need to generate a world-class customer experience.

A key part of this role will be managing the service orders from front to back. This will include fully triaging the customer's fault through inbound and outbound calls. You will be required to order correct parts for the Field Specialists ensuring they can complete the job on their first visit.

Using our dynamic diary, you will always be looking to move customers forward and maximise Field Specialists' routes.

You will role model outstanding customer service for a well-respected brand, you will need to be a fast thinker who can operate on their own and as part of a team and can adapt to a fast-paced ever-changing environment.

We support various other projects with Samsung, so you will be required to work to tight deadlines and operate efficient planning of multiple tasks/visits. Outstanding communication will be required with internal and external teams.

This role will also require supporting financial protection of our stock, thus deal with part management queries from orders to claims, ensuring we have stock in the right place at the right time to meet Customer demand.

TO MAKE A REAL DIFFERENCE IN THESE AREAS

CUSTOMER JOURNEY MANAGEMENT

- Engaging with customers to schedule field visits for Field Specialists and tracking work in progress
- Call handling and case management end-to-end
- Building relationships with customers and chosen repair partners
- Gathering feedback from customers and using it to improve customer journeys
- Utilising Training materials supplied to support effective triage
- Strong communication with customers ensuring capturing full fault details during triage calls to ensure that first-time fixes for our customers

FIELD SPECIALIST AND INVENTORY SUPPORT

- Supporting triage (Golden Hour) to ensure correct spare parts are prepared for Field Specialists' visits driving a first-time completion
- Diary management associated with scheduling visits to maximise efficiencies of Field Specialists, utilising 'Find a Job' & 'Macro' (*Our Systems*) to bring jobs forward
- Preparing and sending field visit agendas to field specialists.
- Inventory management, spare parts ordering, spare parts credits, spare parts damage, or DOA issues, protecting our assets.
- You will follow our stock processes ensuring we don't over order parts.
- Should a Field Specialist complete their appointments ahead of time – using the tools available to bring other jobs forward to delight our customers
- Maximise Field Specialists efficiency with route planning & part collections
- Supporting yours & field specialist's KPIs (Long-Term pending, First Time Completion, Customer Turnaround Time, Repeat Repair, Customer Satisfaction & Net Promoter Score)
- Support field specialists sourcing the correct parts utilising systems and training documentation provided.
- Provide detailed notes on the Service Order so the field specialists are fully aware of the triage conversations that have taken place.

ADMINISTRATIVE AND RISK MANAGEMENT

- Service order Closures completed as per training manual & SEUK Process
- Timely submission of any potential risk
- Following up on risk improvement recommendations
- Supporting vehicle maintenance as required
- Ad-hoc administration tasks as requested
- Send specialised reports to SEUK as required
- Arrange field specialists cover to support holidays/increases in workload with our Multi-Regional Field Specialist
- Servtrac (internal system) daily task management completion
- One team focus, working alongside each other and the Field Specialist team
- Ensure comparison and updates are consistent in all systems used

OUR IDEAL PERSON & THE ESSENTIALS WE'RE AFTER

- You'll understand diary management
- You'll have previous administration and coordination experience
- You'll understand route scheduling
- You'll have excellent communication skills & Case management skills
- You'll have the ability to prioritise workload
- You'll have good interpersonal skills
- You have previous experience in change management
- You understand the KPI performance across the Field Specialists
- You have good attention to detail and ability to multitask and meet tight deadlines
- You can work under your own initiative
- You'll have experience using MS Office Word, Excel, PowerPoint, & Outlook
- You'll have strong communication skills.
- You'll be effective and organised, whilst working in a fast-paced environment

- You'll will always put the customer at the HEART of our decisions
- You will be goal-orientated to achieve results
- You will work collaboratively towards a common purpose

OUR VALUES

EXCELLENCE
TOGETHER
HEART
INTEGRITY
CURIOUS

together is a beautiful place to be

EAT RIGHT
WORK HARD
FEEL GOOD

Supernatural SAMSUNG

place to be