



# WE NEED YOU

## WE'RE LOOKING FOR

### National Support Engineer

#### LOCATION:

National, 3 Roles – Base locations –  
1) West Midlands 2) East Midlands 3) Luton/Watford

#### WORKING HOURS:

45 hours per week, 9 hours per day.  
Contracted to 5 out of 7 days Primarily Mon-Friday  
with occasional weekend working.

#### SALARY:

Range from £36,000 to £42,000, Bonus up to 20%

#### OTHER BENEFITS:

Competitive Reward Scheme Bonus, Company Van,  
Life Assurance, PerkBox Discounts, Aviva Pension,  
Samsung Discounts, Company Sick Pay, 25 Days  
Annual Leave, plus 8 days bank holiday allowance.  
ETHIC Values - Employee of the month rewards.

#### CONTACT TYPE:

Permanent

**blue square.**

## WE'RE LOOKING FOR EXPERIENCED ENGINEERS

Our National Support Engineer will be based in one of three key core locations in the UK, with the role being a national role to support the demand of in-warranty repairs of Samsung appliances in the white goods arena.

You will be working with some of Samsung's Approved Service Centre's (ASC's) supporting their pending management and KPI's. The role will consist of repairing in warranty white goods including fridges, washing machines & cooking products.

Flexibility for regular travel and overnight stays will be essential for this role.

## TO MAKE A REAL DIFFERENCE IN THESE AREAS

### KPI MANAGEMENT

- Deliver a customer experience that supports a first-time fix solution
- Support ASCs with pending management to drive Long-Term Pending (Repairs over 7 days old) to target
- Complete repairs to a high standard to ensure minimal recalls on the repair (CRRR – Customer Repeat Repair Ratio)
- Drive outstanding customer experience measured through NPS / CSAT
- Work with the ASC to drive productivity & hit required targets

### CUSTOMER JOURNEY

- Engage with Support / Administration teams to deliver effective triage and first-time completion
- Exceed customer expectations through regular communication
- Drive customer engagement survey responses
- Always treat customers in line with Blue Square values & utilise escalation paths where required
- Being a brand ambassador to the brand and what it means for the customer
- Role model with demonstrations of Smart things (Connected living)

### STAKEHOLDER MANAGEMENT

- This role involves dealing with multiple stakeholders from multiple organisations, bringing your best self in line with Blue Square values is essential
- Stakeholders will range from your peers & leadership team in Blue Square, to senior Samsung stakeholders along with business owners at the ASC's & their administration / support teams.
- Effective communication styles and ability to adapt and remain professional at all times.

### REPORTING & COMPLIANCE

- Working with relevant stakeholders to provide the relevant job outcomes and stock reporting as required
- Van checks & health safety checks to be completed as required
- Participate in all company provided training to maintain standard and knowledge and accreditation
- Complete all mandatory Blue Square & Samsung training (online or physical)

SAMSUNG  
National Support  
Engineer

- Ensuring Samsung standards are adhered to for all Samsung repair & activities
- Use of Sam Tech for any advance Samsung queries
- Excellent understanding of speed and quality control measures & procedures, including use of Samsung's HASS system (QC)
- Ensure you use provided PPE & equipment to protect customers property & possessions
- Where applicable clock in and out of shifts
- Complete necessary risk assessments and public liability reports

**CULTURE & INCLUSIVITY**

- Champion our values, and actively contributing to the development of Blue Square's culture.

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

- You will have at least 2 years' experience in white goods repairs
- You have passion for technology / repairs
- Good understanding of electric and electronic principles and ability to use in practice
- Good knowledge of electronic principles and the ability to use in practice
- Good understanding of electrical procedures and safety
- Responsible attitude to health and safety
- Full valid UK Drivers Licence
- Great customer empathy skills
- Adaptable to an ever-changing working environment
- Outstanding communication skills – vital for working with different business owners & stakeholders
- Strong reporting and compliance skills
- Problem solving & great organisational skills

**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.**

