



WE NEED YOU

WE'RE LOOKING FOR FIELD SUPPORT EXECUTIVE

LOCATION:

North Midlands/Northwest with home working

WORKING HOURS:

Monday to Friday, 1 in 4 Saturdays, 1 in 6 Sundays, 40
Hours Per Week

SALARY:

£30,000 - £32,000 per annum

OTHER BENEFITS:

15% Bonus, Company Car, Life Assurance, PerkBox
Discounts, Aviva Pension, Samsung Discounts,
Company Sick Pay

CONTACT TYPE:

Permanent

REPORTING IN TO:

Client Services Manager

blue square.

**SAMSUNG
FIELD SUPPORT
EXECUTIVE****WE'RE LOOKING FOR A FIELD EXPERT**

As a Field Support Executive, you will be a core participant in the in driving of the MX Service Delivery Team to ensure that customers get a prompt solution to their query, whether that is by providing technical expertise, in-field training, or the support of a break-fix solution.

Build strong relationships to encourage partners to work closely with Samsung and improve the customer journey for Samsung customers!

Regularly visit partner sites to engage with their operations first-hand. You'll collect feedback, performance data, and KPI insights that will inform actionable strategies for improving partner efficiency and service quality.

Work in collaboration with the field and compliance functions to test and implement new processes, tools, and strategies, fostering a culture of continuous innovation within the partner network.

You'll be the key contact for all field actions and management providing excellent repair centre support. Your role will ensure all centres are adhering to Samsung's quality standards and compliance by providing technical content to stakeholders, allowing those functions to offer the best solution to our customers, providing client support from an administrative point of view and face-to-face field management.

You'll champion information gathering and impeccable management of your network, leading to key KPIs for that area being achieved. Further resulting in customers being provided with the appropriate solution, first time and on time. Supporting the CX vision of customer retention and maximising the value of every interaction.

This is a field role which will include visiting partners along with remote support.

TO MAKE A REAL DIFFERENCE IN THESE AREAS**KNOWLEDGE CASCADE**

- Providing the front-line knowledge and know-how, to drive success in the MX Service Delivery team
- Delivering flawless execution of key tasks across the management of the Field Network being the 'go to' support
- Foster and nurture strong relationships across our CX Partnership community

TARGET TRACKING

- Deliver results targeting the main KPI, speed of service and customer satisfaction areas in line with Samsung approved repair partner standards
- Drive the usage of Samsung tools and internal systems to accurately report on service centre performance.

SAMSUNG FIELD SUPPORT EXECUTIVE

OPERATIONS

- Oversee the management of the pending Work In Progress (WIP), ensuring all overdue jobs are completed as soon as possible, through the network support function and field team
- Support the mobile experts in the team to understand and deploy all of the technical content to aid the field activities
- Ensure that audits are carried out in line with Suwon office expectations, with corrective actions completed as per guidelines
- Other day to day activities that need to be supported in relation to Mobile Service Delivery activity

STAKEHOLDER COMMUNICATION

- Managing relationship with Samsung's approved repair centres, fostering strong communication and process improvement
- Day-to-day discussions within the Mobile repair field teams, that can offer a flexible, consistent, and great customer service offering, delivering repairs the first time and on time, whilst always following brand guidelines.
- Be the centre of communication, briefing the changes and expectations out to the network of partners, which are consistent and acknowledged inclusive of contract management and conferences
- Be the main point of contact for support partners and the conduit into the MX leadership team

INSIGHTS FOCUS

- Support the gathering, analysis and sharing of quality insight on products to the relevant stakeholders in Suwon office and local teams, through feedback from the Field Network
- Using data insights to inspire change and innovation

OUR IDEAL PERSON & THE ESSENTIALS WE'RE AFTER

- You have a proven track record of working within a diverse team
- You are outcome focused with a clear vision and ability to develop strong relationships with internal and external stakeholders.
- You have clear evidence of supporting partnerships to achieve excellence in service delivery
- You have excellent customer focus - committed to supporting customers in a fair and consistent way
- You will have previous exposure on the implementation of continuous improvement both in process, technology and working practices
- You have the ability to prioritise and focus on key issues to deliver targeted results
- You're an excellent communicator who can build relationships across all levels of stakeholders
- You will be organised and able to effectively implement change
- You're passionate about technology and the customer journey
- You're self-motivated and able to work with initiative
- You're a people person, able to motivate and influence a team and stakeholders
- You operate with a high degree of integrity and accountability

SAMSUNG FIELD SUPPORT EXECUTIVE

- You're confident with Microsoft Office packages, including PowerPoint and Excel
- You're able to demonstrate experience in technology, retail, and the support industry
- A full valid UK drivers licence

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.

