



WE NEED YOU

WE'RE LOOKING FOR

National Performance Co-Ordinator

LOCATION:

Nationwide Field Role – North England

WORKING HOURS:

40 Hours Per Week

SALARY/DAY RATE:

Up to £36,000 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

SAMSUNG
National
Performance Co-
Ordinator

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

At Samsung UK, the Customer Experience team is the go-to squad for all things customer support, covering a wide range of products and services. They are a pivotal part of the organisation, standing shoulder-to-shoulder with Sales, Marketing, and Finance on the local scene, while being a crucial cog in the global Customer Service network.

The mission is to accompany customers throughout their entire product journey, from pre-purchase advice to ongoing support, all the way to their next purchase. The aim is to generate customer loyalty by delivering enjoyable experiences.

You'd use a blend of digital tools, contact centre assistance, and a network of engineer resources, whether it's on the high street, at home, or at our central repair centres.

Joining the Customer Experience team at Samsung means being at the heart of customer support across the company. You'll play a pivotal role in driving brand loyalty, contributing to organisational success, and nurturing growth.

TO MAKE A REAL DIFFERENCE IN THESE AREAS

REPAIR PARTNER SUPPORT

- Effectively build relationships across your partner networks, 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 IMPORVEMENT

- Review UK authorised service network's key performance metrics to create a targeted weekly action plan for the NPC team, focusing on operational priorities.
- Identify the best practice and seek out where synergies exist for the wider adoption across other operating models
- 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 urgent business-critical incidents within the authorised support network.
- Identify areas for improvement in the CX infrastructure and implement necessary changes.
- Flag concerns to relevant sub-teams within CX, such as product liaison, CEO Office, Finance, Credit, risk, and audit compliance.

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- Request support from the Operations team to address issues like spare part delivery (shortages or damages), warranty claims (deductions or excessive delays), and flagged system problems.
- Address both good and bad customer verbatim, to adjust as necessary to improve Customer Satisfaction (CMI & NPS)

INNOVATION

- Investigate why customers need repeated repairs. Focus on product quality, engineers, and admin factors. Encourage the use of Technical Bulletins and boost HASS 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 hitting target
- Working with key members of the CX 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 CX 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 "One Touch Booking" tool in the contact center and online
- Work with the partners to improve their First Time Completion (FTC), through improved triage techniques and more efficient part handling (e.g. Van stock, part cut off times and technical bulletin adherence)
- Reduce the cost of service through supporting best practice diagnosis and reducing multi-Part usage (MPU)
- Manage Service Cost Ratio (SCR) 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 UK-wide travel and adaptable to changing plans to support your repair partners
- 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.

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- 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.

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.

