



WE NEED YOU

WE'RE LOOKING FOR

Samsung Early Life Specialist

LOCATION:
Role Specific

WORKING HOURS:
5 days across Monday – Sunday
Flexible around weekends

SALARY/BENEFITS:
Up to £32,500 - £34,500 per annum

OTHER BENEFITS:
20% Performance Bonus, Company Van,
RewardHub, Death in Service, Company Sick
Pay, Samsung Discounts

CONTACT TYPE:
Permanent

REPORTING IN TO:
Client Service Manager

blue square.

**SAMSUNG
EARLY LIFE
SPECIALIST**

WE'RE LOOKING FOR A PERSONABLE PERFECTIONIST

As an Early Life Specialist, you're the key player in delivering an exceptional in-home customer experience, setting the scene for the Samsung Customer Journey. The successful candidate will always show interpersonal skills with internal and external customers. In this key role you will be part of a team of domestic appliance engineers that are repairing appliances at customer premises in-line with our high standards and within health and safety regulations.

As a field-based appliance specialist you will be supporting across all domestic white goods - washing machines, dryers, dishwashers, cookers and refrigeration for new appliance installations carried out by retail and logistic partners on behalf of Samsung Electronics UK. You're not just an engineer; you're a brand evangelist, providing friendly expertise to users and offering routine servicing and maintenance.

TO MAKE A REAL DIFFERENCE IN THESE AREAS

PERFORMANCE

- Provide Excellent Service Delivery to customers
- Manage workload efficiently through mobile applications
- Aim for exceeding customer satisfaction and retention of customers
- Ensuring Samsung standards are adhered to for all Samsung repair and support activities
- Able to multitask and meet tight deadlines
- Flexible to meet business requirements as and when required

KNOWLEDGE

- Demonstrable experience of effectively diagnosing and repairing mechanical and electrical faults
- Good understanding of Electric and Electronic principles and ability to use in practice
- Understanding the market across Digital Appliances
- Excellent understanding of electronic mobile communications
- Knowledge of MS Office Word, Excel & Outlook

RELATIONSHIPS

- Maintain positive and constructive relationships with client management and client departments
- Engaging with customers to support triage and adhere to appointment timeframes

COST-EFFICIENCY

- Deliver excellent team performance and deliver business financial targets to minimize risks

SAMSUNG EARLY LIFE SPECIALIST

HEALTH & SAFETY

- Work safely at all times and in accordance with company procedures
- Participate in all company provided training to maintain standards, knowledge, and accreditation
- Committed to company objectives in Health & Safety & Environmental
- Safe driving practices
- Timely submission of any potential risk reports
- Following up on risk improvement recommendations
- Supporting vehicle maintenance as required
- Excellent understand of Speed & Quality controls measures and procedures

FEEDBACK AND IMPROVEMENTS

- Fully engage in ongoing performance reviews to strive for continuous improvement
- Gathering feedback from customers and using to improve customer journey's
- Understand KPI performance
- Completing in person and virtual reviews in line with key performance areas (personal performance & national performance)
- Supporting the team with reviews and on hand assistance
- Coaching team members into senior engineers

MAINTAINING RESOURCES

- Maintaining equipment provided including Mobile Device
- Maintain accurate records of work completed electronically
- Inventory Management, responsible for managing spare parts van stock and equipment and tools

OUR IDEAL PERSON & THE ESSENTIALS WE'RE AFTER

- You're experienced and knowledgeable in domestic appliance or white goods engineering.
- You have a wealth of interpersonal and management experience
- You understand quality control measures and procedures.
- You possess a good understanding of electric and electronic principles and can apply them in practice
- You have a good knowledge of electrical procedures, testing, and safety.
- You excel in manual dexterity and problem-solving skills
- You maintain a responsible attitude toward health and safety.
- You're equipped with strong communication skills for engaging with customers.
- You're adept at working quickly, even under pressure.
- You thrive in working independently, without constant supervision.
- You're skilled in using a laptop computer for diagnostics and reporting.
- You're open to upskilling in other areas.

SAMSUNG
EARLY LIFE
SPECIALIST

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.

