
Job Description

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| Job title: | Product Support Associate |
| Reporting to: | Consumer Support Manager |
| Direct reports: | None |
| Division: | Operations |

Purpose of job

You will be responsible for answering telephone, email and postal enquiries from GE customers. You will offer both pre and post sales support. The level of support required is considered to be of a technical nature. You will be required to work as a member of a team.

Key duties and responsibilities

Consistently maximize work output through efficient use of time and resources.

Investigate customer's problems in a timely manor, providing accurate, factual replies.

Identify growing problems and bring these to the attention of a supervisor or Senior Technical Support Associate.

Promoting clear communications between GE and its customers.

Continually improve knowledge of the technologies employed by Garmin within the associate's area of specialisation.

Share knowledge with all members of GE.

Ensure that ISO procedures are observed.

Propose Kana articles for all members of the team to use.

Provide the marketing department with support during the organisation and execution of shows.

Escalate problems or enquires to appropriate members of GE.

Other duties as and when requested by Manager

Department Specific Responsibilities

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Technical Requirements

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Department Specific Technical Requirements

Experience in working as part of a customer support team

Education and experience

Professional qualifications in on or more of the following area – Marine – Outdoors – Mobile technologies – Automotive.

Office based qualification.

Foreign language.

Some experience of working in a customer focussed environment.

Basic office skills.

Clear spoken English and a polite telephone manner.

Qualified to GCSE level or equivalent.

Tolerant and professional nature

Skills

| Competency | Level | Descriptor |
|----------------------------------------------------------------------|-------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| WORKING WITH DATA & INFORMATION Gathering & analysing information | 1 | Uses information Takes information provided and applies it as instructed Obtains advice if information is not available |
| Decision making | 1 | Follows procedures Follows pre-set procedures Refers upwards if encounters any problems |
| WORKING WITH PEOPLE Managing relationships & Networking | 1 | Maintains relationships Develops good relationships with colleagues and maintains them |
| Teamworking, Coaching & Guiding | 1 | Is a team member Participates with colleagues in a team Listens and takes account of other team members views |
| Communicating, Influencing & Networking | 1 | Communicates with colleagues Conveys thoughts orally in a way that is understood by colleagues and supervisors Seeks clarification if required from colleagues and supervisors |

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| ACHIEVING RESULTS Planning & organising | 2 | Prioritises day to day workload Develops daily work plans from job objectives Accurately priorities key tasks Avoids negative impact of own actions on others. |
| Deadline Management | 1 | Completes day to day workload as required Carries out day to day workload as required Advises supervisor of potential problems and asks for guidance where necessary |
| Objective setting | 1 | Agrees objectives Agrees objectives set by supervisor Highlights any potential obstacles in achieving objectives |
| DEVELOPING THE BUSINESS Generating & building on new ideas | 2 | Participates in the generation of ideas Actively participates in events for generating ideas Positively questions established ways of doing things Actively listens to and considers ideas presented by others |
| Personal development | 2 | Develop self Builds own knowledge of the organisation, its people and its services Seeks opportunities to develop own skills Accepts feedback constructively, regularly reviews and updates personal development plans |
| CORPORATE COMPETENCIES Customer Focused | 1 | Meets customer requirements Meets customer requirements as required Refers upwards if unable to meet requirements |
| Innovative | 1 | Actions existing solutions Action existing solutions as appropriate Highlights additional customer requirements |
| Flexible | 2 | Is flexible with colleagues and customers Identifies and applies solutions to meet the needs of the business |
| Co-operative | 1 | Co-operates with colleagues Works co-operatively with colleagues within the department |
| Integrity | 2 | Demonstrates integrity towards individual customers Ensures that the interests of both the company and the customers are met Ensures that the company is represented to customers and suppliers in an ethical manner |

Signed
(Employee)

Signed
(Manager)

Dated