

WE NEED YOU

WE'RE LOOKING FOR

FIELD SUPPORT EXECUTIVE

LOCATION:
National – UK based

WORKING HOURS:
40 Hours per week

SALARY:
£34-36,500k per annum

OTHER BENEFITS:
15% Bonus, Company Car, Life Assurance, Perk Box Discounts, Aviva Pension, Company Sick Pay

CONTACT TYPE:
Permanent

REPORTING IN TO:
Client Services Manager

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FIELD SUPPORT EXECUTIVE — SAMSUNG MOBILE WE'RE LOOKING FOR A FIELD EXPERT

As a Field Support Executive you will be core in driving the Customer Experience (CS) division to ensure that customers get the correct solution for their query, whether that is by providing technical expertise, in-field training, or the break-fix solution.
You will play a vital role is managing our service centre relationships for Samsungs Mobile division.

You'll be the key linchpin 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 hit. This will result in all customers being given the correct solution, first time and on time, building lifelong customer loyalty.

This is a field role which will include visiting partners along with virtual meetings.

TO MAKE A REAL DIFFERENCE IN THESE AREAS

KNOWLEDGE CASCADE

- Providing the front-line knowledge and know-how, to propel the Mobile Network Team
- Delivering flawless execution of key tasks across the management of the Field Network being the 'go to' support

STAKEHOLDER COMMUNICATION

- Managing relationship with Samsungs 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 part of the communication loop, briefing the changes and expectations out to the network of partners, which are consistent and acknowledged inclusive of contract management and conferences

TARGET TRACKING

- Deliver results targeting the main KPI, speed 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.

PASSION PEOPLE PROGRESS

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OPERATIONS

- Overseeing 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 HQ 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

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INSIGHTS FOCUS

- Support the gathering, analysis and sharing of quality insight on products to the relevant stakeholders in HQ 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're an excellent communicator who can build relationships across all levels of stakeholders
- You're detail orientated, with the ability to think 'out of the box' when it comes to developing new ideas and initiatives.
- 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
- 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

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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.



PASSION PEOPLE PROGRESS