

Product Support Specialist

Our customers have questions; our Product Support Specialists have the answers.

While working in a relaxed environment (no dress code!), they strive to respond to all inquiries and requests regarding products, orders and returns. Whether by phone, email or live chat, Product Support Specialists are often the friendly face our customers associate with the Navionics® and Garmin® brands. And because they interact with our customers directly, they're among the first we ask to give input into improvements to our products, documentation and procedures.

If you have a dedication to detail and a knack for clear, concise communication, then we want to hear from you.

Do you speak English plus German and/or French? Do you have an international mindset? If the answer is yes, come and work with us!

What you'll do

- Resolve customer inquiries and issues via email, phone, online chat or social media
- Communicate and respond to product reviews
- Advise customers on company information
- Help customers using our products and getting the most out of their features
- Offer first level technical support of product, online technical services, hardware and devices
- Report customer related activities to internal departments

What you'll need

- Multilanguage skills: fluency in English and either German or French
- Clear written and verbal communication skills
- Computer skills and proficiency
- Aptitude for troubleshooting
- Time management and organizational skills

Bonus points if you have:

- Experience in customer service
- Ability to handle difficult customers while maintaining professionalism
- Experience in an office setting and knowledge in office responsibilities and tasks
- Passion for marine related activities

Our home: you can find us in via Fondacci, 269, in Massarosa (LU), Italy

Kind of contract: TEMP

How to apply:

Send your application to careers.mas@garmin.com to apply for this job opportunity. We will retain your personal data up to the completion of the recruitment process.

or

Send your application to jobs.mas@garmin.com to apply for this job opportunity and for any future job opportunities coming up in the next 24 months: for this purpose, we will retain your personal data for up to 24 months to assess your suitability.

Company:

Garmin® Italy Technologies produces electronic charts for the leisure boating market. Our mission is to delight our customer by producing market leading intuitive and innovative marine cartography content and features through the use of creativity, engineering excellence through market knowledge and efficient production procedures.

Our cartography is available to boaters for use in GPS chartplotters, and within our app for Apple® and Android™ devices.

It's not about the things we make. It's about the things we make possible.

Our office is based in Massarosa, Tuscany, the perfect starting point for reaching nearby cities of art, beaches and mountains.

With over 20,000 associates in 34 countries around the world, the Garmin® group brings GPS navigation and wearable technology to the automotive, aviation, marine, outdoor and fitness markets.

At Garmin®, we like to work hard and play hard. It comes easy when you work on cool products with hard-working individuals who share the same passion.

We think every day is an opportunity to innovate and a chance to beat yesterday.

See more at www.garmin.com.