

Product Support Advisor

Location – office based, Southampton, Totton

Monday to Friday, 08:30 - 17:30

£28,500 p.a. increasing to £29,000 p.a. after successful completion of probation, plus excellent benefits.

Hybrid Working from Home - Can work up to 2 days a week from home (after probation)

About Garmin

With more than 20,000 associates in 80 offices around the world, we bring GPS navigation and wearable technology to the automotive, aviation, marine, outdoor and fitness markets. We think every day is an opportunity to innovate and a chance to beat yesterday.

Overview:

Do you excel in customer service and have a passion for fitness or the outdoors? Are you interested in technology and helping customers achieve their best? If so, tell us about it in your cover letter and CV!

We will provide you with outstanding training so that you become one of our Product Specialists and help us get customers back to their passion.

If you enjoy helping people and have the drive and enthusiasm to work with our customers and help to resolve their queries, we can offer you a great career.

You will start as a Product Support Advisor and can develop and progress your career with us, through structured progression within the department alongside opportunities to progress within Garmin as a whole.

You will be:

- Supporting our customers with technical questions about our products via telephone, live chat and email.
- Working in a dynamic, customer-first environment
- Providing a consistent, high-quality service to meet daily personal and team performance targets
- Receiving regular training on the Garmin product range to stay a specialist in everything Garmin
- Given opportunities to support Garmin at events including trade fairs and sporting festivals

About You:

- You can demonstrate strong communication skills and are confident engaging with customers verbally and through written communication
- You have a keen interest in technology and a passion for sport, fitness and/or outdoor pursuits
- Demonstrated customer service expertise
- A keen eye for detail and strong administration skills
- You have strong computer skills and multitasking abilities
- You exhibit professionalism and are team orientated
- You demonstrate excellent time management skills
- You have a good standard of written and spoken English

Benefits:

We offer an amazing range of benefits (some after passing your six-month probation period):

- Hybrid Working
- Can work up to 2 days a week from home upon successfully passing probation
- Competitive salary
- 21 days holiday rising to 28 days with service, plus all Bank Holidays
- Celebration day for your birthday and another celebration day for your employment anniversary!
- Smart / Casual dress
- Opportunities for training and career progression
- Company events
- Company pension
- Cycle to work scheme
- Employee discount
- Free parking
- Health & wellbeing program
- Critical illness cover and employee support program
- Life insurance
- Private medical insurance
- Referral scheme
- Subsidised staff canteen

Job Types: Full-time, Permanent

Pay: £28,500.00-£29,000.00 per year