

---

## Job Description

<b>Job title:</b>	<b>Team Manager – Product Support</b>
<b>Reporting to:</b>	<b>Product Support Manager</b>
<b>Direct reports:</b>	<b>Yes</b>
<b>Division:</b>	<b>Operations</b>

### Purpose of job

Daily responsibility for managing a team of Product Support Experts and providing support, development and training as required.  
Understand Garmin products, services, procedures and guidelines and communicate the same to all team members  
Reinforce and support your team to meet the department targets, implement guidelines and assist with any issues the Agents may have.  
Work with other Team Managers to ensure standardisation of processes and agent development.  
Responsibility for delivering an excellent customer service to Garmin consumers.

### Key Skills Knowledge and Ability

Strong leadership skills, able to supervise, coach and mentor team members  
Organised and able to multi task, set priorities and work to deadlines  
Monitor team performance and follow up with individual monthly 1 to 1 reviews  
Support in customer escalations as required  
Mediate any interpersonal issues  
Inspire and motivate team members  
Provide regular effective feedback  
Accept and complete projects and other duties as assigned by the Product Support Manager.

### Department Specific Responsibilities

Experience in managing a team of product support agents to achieve dept targets.  
Coach and train to improve performance levels as required  
Monitor calls to ensure that procedures and quality standards are met  
Ability to recognise and performance manage low achievers  
Support and develop your team to achieve high levels of customer service and individual performance through mentoring and planning.  
An understanding of the Quality Standards required to deliver excellent customer service

### Technical Requirements

- CRM system experience – Required
- Work Force Optimisation system – an advantage
- Oracle System experience – an advantage
- Garmin Product knowledge – an advantage
- Good analytical skills – required

---

### Department Specific Technical Requirements

Strong PC skills e.g., Microsoft office suite – word, excel, outlook  
Good knowledge of Garmin products and processes are an advantage.

### Education and experience

Qualified to A level standard or equivalent.  
Previous managerial /supervisory experience would be an advantage  
Self-motivated and ability to work with minimum supervision  
Good interpersonal and communication skills  
Positive attitude

### Skills

Competency	Level	Descriptor
WORKING WITH DATA & INFORMATION Gathering & analysing information	2	<b>Gathers and maintains information</b> Identifies and uses appropriate sources of information. Accurately identifies the type and form of information required. Obtains relevant information and maintains it in appropriate formats.
Decision making	2	<b>Day to day decisions</b> Follows pre-set procedures where required. Obtains and uses necessary information to make decisions Regularly reviews and agrees scope of decision making for their role Refers decision to others when appropriate.
WORKING WITH PEOPLE Managing relationships & Networking	3	<b>Develops relationships</b> Takes account of the impact of own role on the needs of both internal and external contacts Maintains regular two-way communication with both internal and external contacts Identifies and nurtures relationships that contribute to the business
Teamworking, Coaching & Guiding	3	<b>Supports team members</b> Encourages all team members to make useful contributions Identifies when team members need support and provides it. Responds positively to the contributions of other team members
Communicating, Influencing & Networking	2	<b>Projects a positive image</b> Presents oral and written communication succinctly and regarding its impact on the recipient. Presents self in a manner appropriate to the situation. Refers positively to the organisation, its people and its services
ACHIEVING RESULTS Planning & organising	3	<b>Prioritises day to day workload</b> Develops daily work plans from job objectives Accurately priorities key tasks Avoids negative impact of own actions on others.
Deadline Management	2	<b>Takes responsibility for tasks</b> Takes responsibility to ensure commitments are met Regularly reviews progress of tasks Keeps people informed of progress on key tasks Evaluates completed tasks

Objective setting	3	<b>Contributes to setting of individual objectives</b> Ensures that objectives are achievable within already agree commitments Agrees appropriate success and measurement criteria  Identifies and highlights potential obstacles in achieving objectives.
DEVELOPING THE BUSINESS Generating & building on new ideas	2	<b>Participates in the generation of ideas</b> 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	3	<b>Develops Others</b> Agrees and implements SMART development action plans. Seeks and gives constructive feedback. Provides support for individuals when putting learning into practice.  Regularly reviews progress on development
CORPORATE COMPETENCIES Customer Focused	2	<b>Exceeds customer requirements</b> Exceeds customer requirements by ensuring that their needs are met in a timely manner Identifies unfulfilled customer requirements and refers them upwards as required
Innovative	2	<b>Actions existing solutions</b> Action existing solutions as appropriate Highlights additional customer requirements
Flexible	2	<b>Is flexible with colleagues and customers</b> Identifies and applies solutions to meet the needs of the business
Co-operative	3	<b>Co-operates with colleagues across the department</b> Works co-operatively with colleagues both within their department and within the group  Identifies opportunities where colleagues and customers can benefit from alternative approaches
Integrity	3	<b>Demonstrates integrity across the business</b> Identifies and promotes opportunities that will be of benefit to both the company and the customers  Ensures that the company is represented to customers and suppliers in an ethical manner

Signed .....  
(Employee)

Signed .....  
(Manager)

Dated .....