

Job Description

Job title:	Service Associate
Reporting to:	Service, Reverse Logistics & Card Production Supervisor
Direct reports:	None
Division:	Operations

Purpose of job

Processing of all returns to provide a fast turnaround whilst maintaining a high level of customer service. Producing re-manufactured product which can be utilised as sellable product or for service use around EMEA.

Key duties and responsibilities

Processing of incoming end-user RMA's (returns)

Re-manufacturing of returned units in order to create sellable/service product

Carrying actions on ECO's and recalled products

Detailed marine repairs

Fault finding of products returned using test equipment

Data entry into repair databases.

Returns/Credit Administration

Returns Consolidation

Direct faulty and non-faulty equipment to appropriate location within Garmin.

Any other tasks assigned by the Service Supervisor or Warehouse Manager

Department Specific Responsibilities

- Processing end-user exchange RMAs
- Low end repairs for end user returns – software updates and cosmetic repairs
- Carry out detailed marine repairs including high end chartplotters and radars. Repairs include circuit board replacements, minor soldering, cosmetic repairs and testing.
- Re-manufacturing of returned product through a production line in order to create sellable/service product. Work includes Board replacements, cosmetic repairs, Software updates and testing.
- Request/Provide technical Support
- Providing continuous improvement for systems and procedures
- Returns admin – Processing credits for all intercompany offices and dealer/distributors around EMEA
- Returns consolidation – Consolidating returned product from EMEA sites
- Receiving and redirecting undelivered returns
- Arranging return of repaired/replaced products to the end-user
- Provide advance replacement service
- Providing warranty diagnosis
- Consolidate returned accessories (returned with device)
- Provide non orderable parts to be consumed by Customer Care
- Provide stock status
- Provide unit parts
- Provide units for testing
- Provides assistance with projects

Education and experience

Strong verbal and written communication skills

Functional use of Microsoft Office software applications

IT competent

Good time management to prioritise work when under pressure to prevent unnecessary delays to dealers and end users.

IPC qualifications beneficial

Skills

Competency	Level	Descriptor
WORKING WITH DATA & INFORMATION Gathering & analysing information	2	Uses information Takes information provided and applies it as instructed Obtains advice if information is not available
Decision making	2	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	3	Is an active team member Encourages colleagues to contribute in teams Listens and gives credit to contributions which others make in teams Shares learning and information with colleagues
Communicating, Influencing & Networking	2	Projects a positive image Presents oral and written communication succinctly and with regard to 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	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	Is open to the generation of ideas Communicates suggestions for improvements to supervisor Actively 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	2	Exceeds customer requirements 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	Actions existing solutions Action existing solutions as appropriate Highlights additional customer requirements
Flexible	2	Is flexible with colleagues Identifies and actions existing solutions in a range of situations Is flexible with colleagues
Co-operative	2	Co-operates with colleagues across the department 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	1	Demonstrates integrity in their role Ensures that duties are carried out with integrity
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Signed
(Employee)

Signed
(Manager)

Dated