

Job Description

Job title:	Customer Care Agent
Reporting to:	Team Manager – Customer Care
Direct reports:	None
Division:	Operations

Purpose of job

This role exists within a busy call centre environment.

You will be responsible for answering telephone and email enquiries from Garmin Europe consumers.

Providing both pre and post sales support of a technical nature.

Responsible for meeting daily team and personal performance targets to ensure we are delivering a good customer service to our consumers.

Key duties and responsibilities

Consistently maximize work output through efficient use of time and resources.

Respond to customer calls and emails in a timely manner within the required performance targets of the department.

Investigate customer's problems, providing accurate and factual replies.

Escalate customer queries as required.

Identify growing problems and bring these to the attention of a Team Manager or Second Level Technical Support.

Promoting clear communications between Garmin Europe and its customers.

Continually improve knowledge of the technologies developed by Garmin within the associate's area of specialisation.

Propose knowledge support articles for all members of the team to use.

Provide the Marketing department with support during the organisation and execution of shows as required.

Ensure that ISO procedures are observed.

Other duties as and when requested by Manager

Department Specific Responsibilities

- Ensure calls are handled according to department requirements, this includes, Average Call times, Hold times and Wrap up times.
- Ensure customer emails are replied to within our set SLA's with accurate and factual replies.

Technical Requirements

- An Electronic Technical background would be an advantage

Department Specific Technical Requirements

Good computer skills, Microsoft Office, Word, Excel, CRM systems.
Experience in call handling.
Full training given on Garmin products and systems

Education and experience

Experience of working in a customer focussed environment, preferably on inbound calls, or in a technical support function.

Excellent level of Spoken and written English

A good telephone manner.

Tolerant and professional nature

Qualified to GCSE level or equivalent.

Language Skills: Polish, Dutch French would be an advantage