

**Job Description**

<b>Job Title</b>	Field Service Administrator
<b>Employing Company</b>	Guardsman Industries Limited
<b>Regulated Entity</b>	Guardsman Industries Limited
<b>Effective Date</b>	March 2022
<b>Reports to</b>	Field Service Manager

<b>Summary of role</b>	<p>The Field Service Representative will be responsible for; answering calls from technicians, to provide support, calling consumers with updates on their claims, being informative, empathetic, and eager to quickly solve a consumer's problem. Must be willing to listen, learn and resolve all consumer inquiries.</p> <p>To act as first port of call for incoming enquiries for furniture repairs. The advisor will need to be able to convert warm leads into chargeable repairs and ensure the consumer is fully updated throughout the repair process.</p>
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<p><b>Main Duties and Responsibilities</b></p> <ul style="list-style-type: none"> <li>• Able to think fast, find answers, and respond quickly to technicians and consumer issues, all with a polite, empathic, and professional voice and manner</li> <li>• Able to generate sales leads from calls</li> <li>• Answer and manage incoming calls, emails</li> <li>• Excellent customer care and focus; ability to assess customers' needs and provide the correct answer, path, troubleshooting, or method for a positive customer experience</li> <li>• Ability to learn and follow all customer service procedures and policies</li> <li>• Strive to meet and go above personal and team targets, goals, and quotas</li> <li>• Good furniture knowledge (internal training provided)</li> <li>• Handling general queries from the networks and resolving problems that arise with purchase orders</li> <li>• Making accurate, rapid cost calculations</li> <li>• Able to up-sell and cross-sell</li> <li>• Providing consumers with quotations</li> <li>• Maintaining and developing relationships with the technical network</li> <li>• Authorisation of additional costs for repairs/ parts</li> <li>• Telephones to be answered within SLA 90% of the time</li> </ul>
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**Essential skills/experience**

- Previous experience in customer support, sales, or a related field
- Excellent at communicating over the phone and handling phone systems
- Excellent computer skills and experience with tracking and recording call information, filing documents, or updating internal systems
- Able to concentrate on multiple problems at once
- Excellent time management and prioritisation skills
- Ability to answer the phone, listen actively, relay information, and record information simultaneously
- Customer-focused for positive consumer experience and resolution
- Proficient in Microsoft Office applications – Word, Excel, PowerPoint, Outlook

**Stakeholders/structure team/reporting line**

- Reporting to the Field Service Manager

**Logistics: salary/travel/location/shift/start date**

- Office location Abingdon

**Equal opportunities:**

The Amynta Group and Guardsman Industries are both equal opportunity employers. Both Companies are committed to being inclusive employers and welcome applications from all suitably qualified applicants irrespective of their background.

This job description provides a high-level review of the types of work performed. Other job-related duties may be assigned as required.