



Position Title: Product Support Associate

Process / Functions: European Product Support

Reports to: Product Support Manager

Position Summary

You will be responsible for answering telephone, email and postal enquiries from GE customers. You will offer both pre and post sales support. The level of support required is considered to be of a technical nature. You will be required to work as a member of a team. Your performance will be measured by weekly KPI's.

Essential functions

1. Investigate customers problems in a timely manor, providing accurate, factual replies.
2. Identify growing problems and bring these to the attention a supervisor either in GE or GI.
3. Promoting clear communications between GE and its customers.
4. Continually improve knowledge of new technologies within the associates area of specialisation.
5. Share knowledge with all members of GE.
6. Ensure that ISO procedures are observed.
7. Create 'generic' replies for all members of the group to use.
8. Provide marketing with technical support during the organisation and execution of shows.
9. Support marketing during training events.
10. Direct problems or enquires to appropriate members of GE and GI.

Other responsibilities

1. Programming units as a result of ECO's
2. Assisting goods in and dispatch during holiday / busy periods.
3. Organising and executing mail shots for cartography updates.

Education, Experience and skills required

1. GCSE English language
2. Some experience of working in a customer focussed environment.
3. Basic office skills.
4. Tolerant nature.
5. Clear spoken English.
6. Foreign language – French or German.



Desirable Qualifications

1. Professional qualifications in one or more of the following area – Aviation – Marine – Outdoors – Mobile technologies – Automotive.
2. Experience in working as part of a technical support team.
3. Office based qualification.