



**Position Title:** Product Support Associate  
**Department:** European Product Support  
**Reports to:** EMEA Product Support Manager  
**Location:** Romsey

**Position Summary:**

You will be responsible for answering telephone, email and postal enquiries from Garmin Europe (GE) customers. You will offer both pre and post sales support.

**Essential Functions:**

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

**Other Responsibilities:**

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



**Education, Experience and Skills Required:**

- GCSE English language
- Some experience of working in a customer focussed environment
- Basic office skills
- Tolerant nature
- Clear spoken English

**Desirable Qualifications:**

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