



Job Description

Job Title: Repairs Assistant

Location: Malvern

Reporting to: Repairs Manager

Contract: 19 hours per week, office based. Job Share, Wed-Fri

The Company

Smartbox creates technology that gives a voice to people that don't have speech. Our products include a combination of specialist hardware, software and content and are used by people with disabilities across the world.

We are one of the leading companies in the field and pride ourselves on our innovative products and high levels of customer service. Everything we do is driven by a passion to improve the lives of people that use our technology.

At Smartbox we believe everyone has the right to a voice. This is what the company was founded upon nearly 20 years ago and remains true today. Our users represent a diverse community of individuals and we want to support them by promoting an inclusive culture within our team.

The Smartbox Head Office is in Malvern, Worcestershire. We have a second major office in Bristol and a smaller one in Pennsylvania, US.

The Job

The main purpose of this role is to manage the logging, collection, booking in, and return of communication aids for repair. As a job-sharer, you need to be able to communicate well with your job partner to ensure continuity in the work. This role is part of a busy repair team with a varying daily workload so being able to manage your time and prioritise tasks is essential.

We are a technology company so changes are happening regularly to our devices and systems. You should have the ability to adapt to these changes.

Duties will include:

- Recording new repairs in Quickbooks/ERP
- Organising and monitoring the collection of devices requiring repair
- Cleaning received repairs to the highest standards, according to company specifications
- Ensuring received repairs are backed up and recorded in Quickbooks/ERP
- Preparing completed repairs for safe transit, and organising shipping world wide
- Maintaining a good understanding of non-GB shipping requirements
- Ensuring the deletion of backups within required time frame
- Recording and logging devices from external repairers in Quickbooks/ERP
- Recording returned trade-in devices according to company specifications

- Liaising with shipping agents to resolve enquiries and claims efficiently and effectively
- Keeping the packing room well stocked, clean, neat, and to company standards to ensure the safety of all team members
- Organising safe storage and disposal of batteries and WEEE
- Attending regular Repairs and Service team meetings, and other appropriate meetings
- Managing data effectively in line with our GDPR policy and processes,
- Prioritising and managing workload in alignment with your personal objectives and company goals
- Reviewing status of open repairs
- Assisting with disposal of unwanted tablets
- Providing holiday cover for other Repairs Assistants
- Providing phone cover for other Smartbox departments

The successful applicant will also be asked to perform other duties on an ad-hoc basis and will need a proactive attitude to this.

Essential skills/attributes

- Excellent attention to detail
- Ability to follow detailed instructions
- Excellent communication skills
- Knowledge of Windows and IOS
- Ability to work both independently and as part of a team
- Ability to prioritise effectively
- Ability to adapt to change

Useful skills/attributes

- Knowledge of Microsoft Office
- Familiarity with CRM and ERP software
- Knowledge of IOS

Rewards and benefits

- Smartbox offers comprehensive benefits including Company Pension, Group Life Assurance and Income Protection together with Private Medical Insurance
- 25 days holiday plus public holidays
- Laptop provided
- Onsite parking available
- Office snacks
- Flexible working
- Training and development opportunities
- Cyclescheme
- Complimentary theatre and cinema tickets to Malvern Theatres
- We are passionate about our people and offer many social events including a family weekend away, social outings and a Christmas party each year

****We welcome applications from all communities and those from diverse backgrounds and groups. ****