



## Job Description

Job Title:	Repairs Assistant - Swapout
Location:	Malvern, UK
Reporting to:	Repairs Manager
Contract:	5 days a week (full-time), office based
Salary:	£20,000- £22,000 per year, depends on experience

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### 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 swapout (loan) communication aids which are used by our customers while their device is being repaired. 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.

Primary duties include:

- Preparing swapout devices, according to company specifications.
- Recording swapouts in QuickBooks/ERP.
- Preparing and shipping completed swapouts for safe transit.
- Organising and monitoring the collection of swapout devices.
- Cleaning received swapouts to the highest standards, according to company specifications.
- Reimaging returned swapout devices.
- Testing and repurposing devices for swapout use.
- Purchasing items for swapout use and repair stock in the CRM, to maintain stock levels.
- Maintaining expertise on non-GB shipping regulations, including return of non-GB repairs.
- 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.
- 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.

Secondary duties include:

- Providing holiday cover for other Repairs Assistants.
- Repairs team representative on allocated projects, representing the views of the team and keeping the team informed of progress.
- Following up with customers, to ensure that the repair has been completed to the customer's satisfaction.
- Documenting repair department procedures, using company supplied templates.
- Completing simple repairs, for example, charger replacements, and recording details in QuickBooks/ERP.

*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.
- Technical 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.
- Enthusiastic and self-motivated with a commitment to continuous professional development.
- Ability to work under pressure and meet deadlines.

### Useful skills/attributes

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

### 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
- Flexible working
- Cyclescheme
- Office snacks
- Training and development opportunities
- 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.*