



Job Description

Job Title: Repairs Assistant
Location: Malvern
Reporting to: Repairs Manager
Contract: 22.5 hours per week, over 5 days. Office based.

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. Attention to detail and accuracy are key to this role. The 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.

A good knowledge of the Windows operating system and Microsoft Office 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, often without formal written instructions.

Main duties include:

- Recording new repairs in Quickbooks/Dynamics 365
- 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/Dynamics 365
- Ensuring the deletion of backups within required time frame
- Preparing completed repairs for safe transit, and organising shipping world wide
- Maintaining a good understanding of non-GB shipping requirements
- Communicating with customers via email and phone
- Liaising with shipping agents to resolve enquiries and claims efficiently and effectively
- Recording and logging devices from external repairers in Quickbooks/ERP
- Recording returned trade-in devices according to company specifications
- Keeping the packing area 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

You 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
- Excellent knowledge of Microsoft Windows
- Excellent knowledge of Microsoft Office
- Ability to work both independently and as part of a team
- Ability to prioritise effectively
- Ability to adapt to change

Useful skills/attributes

- Familiarity with Dynamics 365
- An interest in technology
- Knowledge of IOS
- Familiarity with computers

Rewards and benefits

- Company Pension
- Group Life Assurance
- Income Protection
- Private Medical Insurance
- 25 days holiday plus public holidays
- Onsite parking
- Laptop provided
- Flexible working
- Cycle scheme
- Office fruit
- 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.*

****Please outline your experience and ability to excel in this role within your covering letter.****