

**Role Title:** Technical Advisor  
**Reports to:** Aftersales Manager  
**Responsible for:** Our customers  
**Hours:** 42.5 per week  
**Salary:** £18,000 - £22,000

Genpower are seeking a Technical Advisor to join our Aftersales team.

Based within a fast-paced department, you will deal with a wide-range of customer queries on a daily basis. A technical / mechanical background is a must as you will deliver clear and concise technical advice to our customers across multiple channels.

You will need:

- Exceptional customer service skills.
- Knowledge of power equipment and mechanical / electrical machinery.
- An ability to resolve customer cases and queries.
- Resilient nature and approach to work.
- Excellent telephone manner.
- Strong IT skills.

Our product range includes generators, garden machinery, water pumps, air compressors, pressure washers, power tools and light construction equipment. Whilst you may not have worked directly with all of these products you would need a good base knowledge of combustion engines, 2 stroke & 4 stroke machines, diesel engines.

**Key duties include:**

- Delivering technical information to our customer via telephone, email, and live chat.
- Troubleshooting, identifying faults and assessing appropriate solutions.
- Creating and compiling self-help guides for common faults across our range of products to assist customers in the first instance.
- Building excellent rapport with customers in order to probe, analyse and diagnose the issue in an efficient and professional manner.
- Raising cases using our internal CRM system to log and track customer information.
- Working in line with warranty terms & conditions, data protection, GDPR etc.
- Working with our parts, workshop and ecommerce teams to ensure queries are resolved efficiently and effectively.
- Building and developing technical knowledge of our range to ensure you are best equipped to advise our customers.
- Working closely with the Quality Controller to identify and report potential failures.
- Working to achieve all departmental KPIs including SLAs, quality of call, quality of customer service, efficiency targets etc.
- Corresponding with our dealers and assisting them with their customer aftersales and technical queries.

This is a challenging but hugely rewarding role for the right person with opportunities to develop a career with Genpower.

It is our goal to make Hyundai the no.1 power equipment brand in the UK and Ireland. To achieve this we need employees with the skills, experience and passion to drive our company forward and further increase growth

## What is in it for you?

We are in a unique situation in that we can offer the opportunity to work for a successful fast-paced company in a location that is perfect for work-life balance. Pembrokeshire is renowned for its coast path, hills, wildlife, beaches, hospitality and outstanding natural beauty.

Staff are rewarded for their successes through:

- Competitive salary.
- Perkbox
- Private health care plan.
- Dentist and optician cash back scheme.
- Increasing holiday allowance with service.
- Pension scheme.

**To apply please send CV and Cover Letter outlining your suitability.**

