

**Job Description:**

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| **Job Title:** | Dyson Service Engineer |
| **Department:** | Owner Experience |

**Purpose of the Role**

Dyson Service Engineer is the face of Dyson and carries along with it a role that entails showcasing the values Dyson upholds and deliver a state-of-the-art experience with its cutting-edge technology and stellar services.

Key Responsibilities

• Provide the Dyson owners with exceptional technical support including servicing/repairing of their Dyson machines.

• Responsible for the proper diagnosis, troubleshooting and repair of Dyson customer products to offer a stop solution to remedy the issue at hand.

•Manage and deliver a high-quality customer experience from the service/repair perspective timely, combatting the technical difficulties at hand.

* Properly manage parts usage and inventory as required and/or directed, tabularizing all the pertinent information for proper documentation.
* Installing and demonstrating the Dyson products according to the customer’s needs and requirements, being congenial and ever ready.
* Articulating the usage and the preventive maintenance that will ensure optimum performance and longevity.
* Continuously honing the product knowledge and keeping updated on any and every new development within Dyson and our competitors, taking full advantage of the available information.
* Actively building relationships with the team and the wider support channels to further the success of Dyson products, convening with them to make sure there is no discord.
* Proactively volunteering and partaking in cross- functional and extracurricular activities.
* Relish the opportunity to pick up new activities that fall broadly in the purpose of the role, expanding the domain, which is not limited to just one role.
* Identify problems and find solutions, relaying the same information to the team so that everyone is up to speed on the situation and can chime in if required.
* Provide real time feedback to Owner Experience Team regarding technical support issues to assist team on improving customer experience and product reliability opportunities.
* Capture and report any emerging product reliability and safety issues reporting that might stunt the growth, or lead to an unpleasant experience.
* Submit daily/weekly reports of products and customers serviced so that the relevant results can be extrapolated and present to the team, constantly improving.
* Ensure all process activity is communicated and Dyson service levels are understood and exercised.
* Support all repair products and/or training activity through personal liaison. Ensure all process activity is communicated and Dyson service levels are understood and exercised.
* Assist Owner Experience Team in investigation of escalated repair instances to the problem can be realized in the early stages and dealt with.

**Person Specification**

* Basic Electrical and Mechanical knowledge required
* B. Tech Degree required
* High level of customer service orientation required—a desire to help or serve others, to identify, meet and exceed their needs and expectations
* Strong presentation and people skills required
* Commitment to and belief in technology, design and engineering
* Good consulting skills and proven judgement of people-based objectivity and intelligence
* High level of computer literacy including intermediate level experience with Microsoft Office
* Strong written, verbal and interpersonal communication skills
* A meticulous approach to planning and organizing including a proven ability to prioritize tasks and meet strict deadlines
* Proven ability to build and maintain strong relationships with people at all levels of a business