



DJI GmbH Recruitment 2017

Position 1. :Technical Support Representative

This position will be based in Niederlauer, Germany or Barendrecht, Nederland

Description:

This job is under general supervision, in an in-bound call center environment, Technical Support Representatives will provide technical problem resolution to customers by performing a question diagnosis while guiding users through step-by-step solutions. Support will be provided by clearly communicating technical solutions in a user-friendly, professional manner. Representatives will perform related work as required.

Responsibilities:

- Deliver service and support to customers using and operating automated call distribution phone software, via remote connection or over the Internet;
- Interact with customers to provide and process information in response to inquiries, concerns, and requests about products and services;
- Gather customer's information and determine the issue by evaluating and analyzing the symptoms;
- Diagnose and resolve technical hardware and software issues related to our products;
- Research required information using available resources;
- Identify and escalate priority issues per Client specifications;
- Redirect problems to appropriate resource;
- Accurately process and record call transactions using a computer and designated tracking software;
- Offer alternative solutions where appropriate with the objective of retaining customers' and clients' business;
- Organize ideas and communicate oral messages appropriate to listeners and situations;
- Follow up and make scheduled call backs to customers where necessary;
- Stay current with system information, changes and updates.

Requirements:

- Proper phone etiquette
- Ability to speak and write clearly and accurately
- Demonstrated proficiency in typing and grammar
- Knowledge of relevant software computer applications and equipment
- Knowledge of customer service principles and practices
- Effective listening skills
- Willingness to co-operate with others and work to the greater good
- Multi-tasking capabilities
- Must be able to sit for long periods of time
- Position requires use of headset/microphone
- Associate degree or above
- Fluent in English, in both speaking and written