

Product Solutions Administrator

(Maidstone, UK)

About the job

Role Summary

The **Product Solutions Administrator** is a critical role within the Sales Operations Hub at KEF, dedicated to delivering exceptional customer support. This position involves handling customer inquiries through email, live chat, and phone, focusing on issues ranging from technical support to RMA (Return Merchandise Authorization) processes. The ideal candidate will embody a proactive, customer-centric mindset, adept at navigating multiple communication channels and maintaining high customer satisfaction scores (CSAT).

Reporting line and interfaces:

Reporting to EU Operations Director/Department Manager
All SOH Staff and Country personnel (Service centers/RSO heads)
Retail Partners/Consumers/Distributors/external service partners/

Responsibilities include:

- Serve as the primary interface for KEF customers (D2C), dealers and distributors (B2B), providing detailed product support and solutions within the Sales Operations Hub.
- Efficiently manage customer inquiries across email, live chat, and phone, ensuring consistent delivery of high-quality service.
- Maintain adherence to predefined service levels and manage workload to meet or exceed targets for case volumes and CSAT.
- Uphold a 'can-do' attitude, focusing on customer needs and demonstrating a commitment to resolving customer issues effectively.
- Handle a broad range of customer queries, including technical troubleshooting, RMA coordination, returns processing, and follow-ups.
- Support customers who have made purchases through both e-commerce platforms and physical dealer locations.
- Engage in ongoing professional development to stay informed of industry best practices and enhance service skills.
- Collaborate with team members to refine customer service strategies and improve the overall quality of support.

Qualifications and Experience

- Bachelor's degree holder or equivalent.
- Previous experience in technical support/product support role
- Excellent interpersonal skills at all levels of the business
- Good written and verbal communication
- Attention to detail and good problem-solving skills
- Time and Task management
- Consumer Focused
- Computer literate – MS Office/IOS/Android/CRM Systems

Skills and Competencies

- Team player/can do attitude
- Languages: Dutch and English are essential and other language highly advantageous
- Commutable distance to the Maidstone office is essential
- Interest in Consumer Electronics/HiFi and network connected products
- Passionate about sound (e.g. music, movies, and gaming)
- Self-learner who enjoys working with new technologies

We offer a competitive salary, bonus, company pension scheme, a career development opportunities

KEF is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, sex, age, colour, religion, sexual orientation, gender identity, national origin, protected veteran status, or on the basis of disability. Personal data collected will be treated as strictly confidential and used for recruitment purposes only.

For this role must also have a legal right to work in the UK, if you are not an existing employee of the company.

Applications are to be made via sending your information to our email inbox :
hr.europe@kef.com