

Job Description

Position:	Technical Inspector
Department:	Technical
Reporting to:	Head of Customer Services
Job Function	
<p>To inspect and analyse returned goods, perform post and pre-installation site inspections/site visits and produce associated reports. To provide technical support to internal Customer Care Team and external sales personnel, including site attendance and installation prognosis and escalated case management.</p>	
Main Duties	
<ul style="list-style-type: none"> • Manage and control technical inspection requests received through CRM. To carryout inspections on site as necessary, completing site inspection tab for each case in CRM, collecting photographic evidence and compiling reports through CRM to the Customer Care Technical Advisors. • Operate with a planned working schedule for each day. • Make appointments with our customers and their end users for technical site inspection - maximising time with carefully planned site routes. • Conduct and support product inspections on returned goods in Karndean test rooms and compile applicable reports, update case information on CRM. • Provide technical support to Karndean Customer Care Team and other Karndean stakeholders in relation to both pre- and post-installation of flooring, liaising with Technical Manager, where appropriate. • To assist with any merchandising or product training requirements across the retailers when required. • Identify areas where we can improve our processes and procedures in order to provide our customers with the best customer experience in the industry. • Any other reasonable duties which may be required by management from time to time. 	
Person Specification	
<ul style="list-style-type: none"> • Passionate about delivering high standards of customer service. • Previous experience desirable in installation of LVT and subfloor preparation and/or report writing or experience in a technical support role. • IT Skills to include iPad and Laptop use, computer literate especially in word and Outlook. • Excellent interpersonal and communication skills. • Flexible to stay away from home as the role is field based. • Professional, enthusiastic, disciplined and a team player. • Extremely well organised and able to work on own initiative. • Conscientious, discreet, with a confidential customer service approach both on and off site visits. • Positive Attitude. 	