

Enatel

Position Description

Position: RMA Technician & Returns Coordinator

Department: Quality and Compliance (Service Team)

Reports to: Quality and Compliance Manager

Direct Reports: None

Scope of Role:

The primary focus of the RMA Technician & Returns Coordinator role is to manage the RMA (Return Materials Authorisation) and associated functions in an accurate and timely manner.

To diagnose and repair Enatel product returned for service, write analysis reports and provide information regarding these failures to Quality Assurance, Engineering and Manufacturing to improve product quality.

Key Responsibilities:

- The failure analysis and service of power conversion products returned from the field
- The upgrade of product for service to current version status
- Provide service reports to Quality Assurance, Engineering, Manufacturing and Sales.
- Administration tasks related to servicing
- Meeting service turnaround times

Return Material Authorisation Processing

- Responding to customers' requests for product servicing and warranty information
- Formally issuing of Return Materials Authorisations (RMAs)
- Management of RMAs through Enatel from receipt to shipping
- RMA Acknowledgments

Customer Service

- Responding to all customer queries within 24 hours of receipt

Other duties:

- If time permits, supporting manufacturing technicians by training new technicians and helping service product failed in production.

Required skills:

- Strong technical knowledge of Enatel power conversion modules
- Ability to de-solder & solder through hole and SMT components

- Read and understand schematic diagrams and overlays
- Sound knowledge of electrical theory and anti-static precautions
- Experience using Microsoft Excel and Word
- Proficient in English, both oral and written
- Excellent problem-solving skills
- Ability to work both in a team and independently
- Positive attitude

Qualifications:

- Tertiary qualification in Electrotechnology or partial qualification in Electrical Engineering
- Technical knowledge of power conversion products
- Previous experience in testing or servicing electronic devices

Health & Safety

- Ensuring all Health & Safety policies and rules are followed, with all tasks completed in a safety conscious manner
- Adhere to all health and safety policies whether at our Christchurch premises or elsewhere

Environmental

Enatel is committed to minimising the environmental impact of our operations and products.

- Ensuring Environmental policies and processes are followed

General

- Upholds the Enatel company values
- Contributes to the achievements of departmental goals and objectives
- Completes any other tasks, projects or duties as required by Management from time to time.

Key Relationships:

| <i>Internal</i> | <i>External</i> |
|-------------------------------|-----------------|
| ▪ Logistics | ▪ Customers |
| ▪ Production Service Techs | |
| ▪ Quality Team | |
| ▪ Dispatch | |
| ▪ Accounts | |
| ▪ Engineering Product Support | |
| | |
| | |

Person Specification:

| Attribute | Essential | Desirable |
|--------------|---|-----------|
| Competencies | <ul style="list-style-type: none"> • Functional/Technical Skills - has the functional and technical knowledge and skills to do the job at a high level of accomplishment. | |

| | | |
|---------------------|--|--|
| | <ul style="list-style-type: none"> • Drive for Results – can be counted on to exceed goals successfully. Steadfastly pushes self and others for results. • Action orientated - enjoys working hard and is full of energy for the things he/she sees as challenging. • Customer Focus – Is dedicated to meeting the expectations and requirements of internal and external customers. Establishes and maintains effective relationships with customers and gains their trust and respect. • Integrity and Trust – is seen as a direct, truthful individual; is widely trusted. • Process Management – good at figuring out the processes necessary to get things done. Can simplify complex processes. • Learning on the Fly - the ability to learn quickly in a new environment. • Priority Setting – Spends his/her time and the time of others on what's important. Can quickly sense what will help or hinder accomplishing a goal. Eliminates roadblocks and creates focus. • Problem Solving – looks for opportunities to resolve issues and solve problems. Learns quickly when facing new problems. | |
| Skills & Attributes | <ul style="list-style-type: none"> • Exceptional customer service skills. • Excellent written, verbal and listening communication skills. • Intermediate computer skills, including MS Excel. • Strong numeracy skills. • Strong attention to detail and a high level of accuracy. • Strong time management skills with the ability to prioritise workload effectively. • The ability to remain calm under pressure. • A high level of initiative and problem-solving skills. • High level of competency in understanding power conversion schematics and circuit operation. • Ability to fault find and service power conversion modules. • Accuracy and attention to detail on administration tasks. | |

| | | |
|--------------------------|---|--|
| Experience & Knowledge | <ul style="list-style-type: none"> • Experience with ERP systems would be advantageous. | |
| Qualification / Licenses | <ul style="list-style-type: none"> • Tertiary qualification in Electrotechnology and/or full or partial qualification in Electrical Engineering. • Technical knowledge of power conversion products • Previous experience in testing or servicing electronic devices | <ul style="list-style-type: none"> • Production line servicing experience with Enatel products. |