

Position Description

Position:	Service Technician
Department:	Quality, Environmental and Health and Safety
Reports to:	QSE Manager
Direct Reports:	None

Position purpose:

The primary focus of the RMA Technician & Returns Coordinator role is to manage the RMA (Return Materials Authorisation), internal calibration system 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
- Perform calibration inspection, service and maintain internal equipment calibration programme
- Assist implementing and maintaining anti-static measures in manufacturing
- Manage reworks on components from RMA's, supplier issue and as required.

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
- Management of local customers' requests for product servicing and associated functions in an accurate and timely manner.
- RMA Acknowledgments

Customer Service

- Responding to all customer queries within 24 hours of receipt
- Supporting local customers' requests for product servicing within a timely manner.

Other duties:

- Upholds the company values.
- Perform any other tasks as required by your Team Leader and/or the business.
- Contributes to the achievements of department goals and objectives.

Health & Safety:

- Ensuring all Health & Safety policies and rules are followed, with all tasks completed in a safety conscious manner.
- Maintaining a safe and clean working environment by complying with Enatel Policy and Procedures.
- Leads by example in all matters relating to Health & Safety.



Environmental:

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

- Ensuring Environmental policies and processes are followed.

Key Relationships:

Internal	External
• Logistics	• Customers
• Production Service Techs	•
• Quality Team	•
• Dispatch	•
• Accounts	•
• Engineering Product Support	

Person Specification:

	Essential	Desirable
Competencies	<ul style="list-style-type: none"> • 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. • Functional/Technical Skills - has the functional and technical knowledge and skills to do the job at a high level of accomplishment. • Action orientated - enjoys working hard and is full of energy for the things he/she sees as challenging. • Process Management – good at figuring out the processes necessary to get things done. Can simplify complex processes. • Learning Agility - the ability to learn quickly in a new environment. • Problem Solving – looks for opportunities to resolve issues and solve problems. Learns quickly when facing new problems. • Integrity and Trust – is seen as a direct, truthful individual; is widely trusted. • Ethics & Values - Has an appropriate and effective set of core values and beliefs, and acts in line with those values at all times. • Drive for Results – can be counted on to exceed goals successfully. Steadfastly pushes self and others for results. • 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. • 	

<p>Skills, Experience & Knowledge</p>	<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 with ERP systems would be advantageous. 	<ul style="list-style-type: none"> • Necessary training in the above will be provided if needed.
<p>Qualification / Licenses</p>	<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.