

My Mac Melbourne

Solutions Specialist (Support)

Summary

As a Solutions Specialist, you will assist a wide variety of customers in providing the best service outcomes for them. You understand the level of service required for such a role is of the highest standard and is unique to any other in-store experience. Every visitor interaction you have is an opportunity to create a loyal and returning My Mac customer, regardless of whether we service their device. This opportunity will allow the successful candidate to work in a dynamic environment that changes along with Apple technology.

This unique role is a mix of Support Bar (face to face, phone, and online customers) and iOS Service including iPhone, iPad, and Mac accessories. You may find the best customer solution resides in a new product instead of a repair, and our team is equipped to assist customers with both sales and service solutions.

Key Responsibilities

- Able to provide great customer service in a fast paced environment and to thrive amongst constant visitor interactions.
- A passion for technology and Apple products as well as eagerness to develop new skill-sets and product knowledge through ATLAS, SEED, and GSX.
- Confident communication skills which allow free flowing conversation whether with an individual or small group.
- Well written manner in emails and confident speaking on the phone.
- Meeting set targets and KPIs.
- Account management and development from walk-in customers and business customers.
- Database use, accurate service reporting with clear technician notes, and accurate invoicing.

Key Selection Criteria

- Excellent interpersonal communication, and the ability to relate to a variety of people.
- IT Technical experience using Mac OSX and iOS, including native programs and third party applications over computers, iPads, iPhones, and more.
- Strong attention to detail, demonstrated critical thinking and problem solving skills.
- Demonstrated ability to contribute to a team project or team environment with shared goals.
- At least 1 years' experience in Help Desk or Customer Support, or Qualification in a related field.

Highly Desired Selection Criteria

- 3 years' experience electronic retail and/or technology-based customer service (i.e. help desk).
- Experience in AppleCare, Apple Service or Apple Reseller Channel

Work Eligibility

Availability to work a minimum of 25 hours a week including weekends.

Right to work in Australia

What we offer

Australian Award Rates

Full Time and Casual positions available

To Apply

Send your CV and answers to the Key Selection Criteria (1 page maximum) to: melbourne@mymac.com.au

Due to the volume of applications we receive, only successful applicants will be contacted.