

Apple repair Technician – Full Time

ABOUT US

Mac Simple offers consumers and businesses repair of all Apple devices, including iPhones, iPads and across the laptop and desktop range. We are aggressively expanding and looking for suitable members to join our dedicated team in Oxford

JOB DESCRIPTION:

Repair mobile Apple devices and Computers and provide customer inquiry solutions and ticket queue management. Serve customers by diagnosing, troubleshooting and repairing devices.

TASKS AND RESPONSIBILITIES:

- Diagnose, troubleshoot and repair devices
- Provide recommendations for problem resolution
- Explain and educate relevant technical issues to customers in a non-technical, friendly and simple to understand manner
- Provide repair and replacement estimates to customers
- Ensure that all repairs meet or exceed Mac Simple's quality standards
- Greet customers in a friendly manner and maintain a positive work environment
- Answer phone calls to the shop with a professional, courteous and friendly demeanour
- Ensure that customers have an enjoyable experience by providing superior customer service and exceeding customer expectations
- Manage device service queue
- Manage Mac Simple's location in Oxford day to day operations and staff
- Meets or exceeds monthly sales/profit goals
- Operate the Mac Simple point of sale system and maintain an accurate record of customer information, repair notes, device history and follow up opportunities
- Maintain the cleanliness and professional appearance of the shop
- Sell additional service options such as protection plans, accessories and software services
- Builds brand by establishing rapport with local community, and customers
- Ensures availability of merchandise and services by maintaining and ordering inventory
- Leads team effort by accomplishing required tasks as needed
- Maintain the cleanliness and professional appearance of the shop
- Keep track of all devices and inventory while safeguarding all shop stock

QUALIFICATIONS:

Required Qualifications:

- Passion for technology
- Quick and independent learner
- Proven leadership/supervisory experience
- Success achieving and surpassing sales goals
- Experience hiring, training, and developing new employees
- Outstanding customer service skills
- Excellent technical, problem solving, and analytical skills
- Exceptional organizational skills
- Strong written and oral communication skills
- Proficient in Microsoft Office or equivalent
- Work well in team environment
- Ability to work flexible hours, including weekends
- Passion for community involvement
- Previous experience in diagnosing and repairing Mac computers
- Previous experience in diagnosing and repairing IOS devices
- Driving licence preferred

Recommended Qualifications:

- Apple Certified Mac Technician (ACMT)
- Apple Certified IOS Technician (ACiT)
- Experience repairing smartphones, PC/MACs, electronics and game consoles
- Previous experience working in customer service and electronic

Job Type: Full-time