

## Careers at Gizmo



### OUR CULTURE

We are a close knit team who enjoy 'wowing' our customers by helping them get the most out of their technology.

We are passionate about our values and live and breathe them every day

- We live for this stuff – passionate about technology and customer service
- We do what we say
- We do the right thing
- We love a challenge

Most importantly, we are performance driven – motivated by a love of our jobs, continuous learning, improvement and realistic stretch goals.

Our work environment empowers people to get the most from their roles and allows everyone the opportunity to be a leader in the organisation.

We place a high importance on collaborating together to build a professional environment of knowledge sharing & respect.

### OUR PEOPLE

Are passionate about our business objectives, philosophy, brand and values

Demonstrate a passion to truly exceed customer expectations

Are passionate about consumer technology

Highly skilled and accountable for their actions and performance

- Enjoy a "hands on role"
- Are resilient and welcome change
- Are challenged by continuous improvement
- Display professional behaviour and commercial acumen
- Demonstrates the true nature of teamwork
- Demonstrates sound technical ability
- Are Innovative and flexible
- Demonstrates drive for results, energy, enthusiasm and a 'can do' attitude in all that they do!

## Gizmo Tech – Customer Solutions



### **These roles are our first point of contact with our customers and are essential to creating a great first impression.**

To be successful for these roles you will be able to perform simple diagnosis of customer's technical problems & are able to provide quick & effective solutions. You are passionate about finding the best solution for our customer's needs, always exceeding our customer's expectations and have the ability to build rapport with customers on the phone.

### **You must demonstrate the following skills**

- Outstanding customer service
- Excellent Telephone manner
- Good analytical, diagnostic and problem solving skills
- Providing the best solutions for customers
- Excellent interpersonal and communication with customers
- Strong commitment, enthusiasm and drive with the ability to work through conflicting pressures and priorities.
- Significant influencing ability
- Strong attention to detail
- Good knowledge of Microsoft office suites and computer literate
- Tech savvy, understanding the basics of technology
- Good typing/inputting skills

### **Requirements**

The successful applicant will be able to demonstrate a minimum of two (2) years experience in a customer service role, including a minimum of six months in a phone-based customer service role, ideally in a technical call centre. All applicants will be required to demonstrate technical savvy.