# Job Description: Watch Technician

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| **Job Description** | | | | | | |
| **Unique Job Role** | Watch Repairing | **Function** | | Watch Repairer in after sales service | **Reporting to** | Store Manager |
| **Business** | Watches Stores |  | |  |  |  |
| Job Details | | | | | | |
| To provide quick & quality service support for watches & clocks within agreed upon timelines, provide product quality feedback & enhance customer satisfaction (NPS – Net Promoter Score) | | | | | | |
| External Interfaces | | | Internal Interfaces | | | |
| Customers | | | * Store Team * Service team | | | |
| Job Requirements | | | | | | |
| Education | | | 10th Pass /ITI/PUC/Degree | | | |
| Relevant Experience | | | Freshers, having experience of repairing any electronics products. | | | |
| Behavioural Skills | | | Communication, good listening, punctuality, eagerness for learning. | | | |
| Knowledge | | | Technical acumen, computer knowledge (MS-Office) preferably. | | | |

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| Process Contributions | | |
| Process Contribution | Process Outcome | Performance Measure |
| After sales support: Technical Support | | |
| 1. Understand the defects reported in customers’ watches, troubleshoot it and repair the watch as per standardised repairing process as per agreed upon time given to customers. 2. Capture all repair details in the repair document. 3. Provide product quality feedback 4. Maintain tools, consumables & equipment in the service centre. 5. Deal with service customers for technical explanation. 6. Execute service transaction with each service customers. | Providing Quick & Quality service Support to customers at the service centre. | * Number of watches transacted & repaired in the service centre per day – productivity. * Number of product quality feedback given. * Influence customers for giving better Service NPS * Maintain repair Quality in the service centres (indicated by Running Test Failure & Repeat Return Failure %). |
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