

Mobile Device Repair Tech – Level 1: Job Description

Purpose: Looking for qualified cell phone repair technicians with a minimum of one year of experience trouble shooting and repairing electronic devices. You will be providing repair services on today's most popular smartphones, tablets, laptops, and more. Customer service skills are a must.

Tasks & Responsibilities:

- Ensure that all repairs performed meet the company's quality standards
- Ensure that our clients receive the highest level of customer service
- Keep track of inventory and customer devices
- Maintain cleanliness and professional appearance of store and repair stations
- Maintain positive work environment
- Disassemble, test, and replace defective parts
- Reassemble complete device
- Support productivity by ensuring all request are handled in a timely manner
- Have the ability to work unsupervised while prioritizing and delivering timely, high quality work

Qualifications:

- **Incredible customer service skills**
- High school diploma or GED
- Minimum 1 year technical experience
- Strong attention to detail
- Excellent written and verbal communication skills
- Strong computer proficiency, both hardware and software
- Work well in team environment and be a collaborative team player
- Ability to work flexible hours, including weekends and holidays
- Demonstrated ability to perform well in a highly dynamic, rapidly changing environment