



Customer Care Specialist

Apply in person at our Tamuning location or email your resume to careers@micropacinc.com. We are looking for an experienced, energetic, and motivated individual to join our team.

Job Description:

As a customer care specialist, you will be responsible for working closely with customers to help service their products in need of support or repair.

Service Front duties:

Interact with incoming customers on their issue with products

- Handle customer complaints, especially why we will not accept their product
- If we accept, get customer and product details to create a work order
- If this is not covered under warranty, then have customer pay for a non-refundable diagnosis fee
- Inspect product in front of customer presence to point out any damages
- Tag unit and all belongings and put this in que to the corresponding technician
- Answering calls in regards to service issues or follow-ups of their product repair status
- Check suppliers for the parts availability and price
- Inform customers their product repair quote, usually required to have a deposit.
- Once complete with the repair, proceed to test unit if no further issues



- Inform Customers their product is ready for pick-up and payment.

Dealing with vendors/suppliers

- Send claims for product under warranty for repair or credit
- Source out best place to purchase parts for lowest cost if not under warranty
- Prepare products that have to be sent off island with a list
- Send out products to vendors for repair or return for credit

Receiving parts into the service inventory system

Monthly reports

- Get end of month inventory reports from SP2 system
- Get end of month inventory reports from Busybench system
- Prepare Received parts list of the month
- Create a report to issue to Lydia
- File service copies of the report to Service Box/Folder

Service Duties

- If technician is unavailable or on vacation, try to replace parts to your best ability
- Troubleshoot product issues to my best ability including computers

Sales Support

- Assist the retail sales floor for customer sales inquiry or by phone
- Assist to reply on sales inquiries by social media and email.