



Customer Service

Hays • Eastern Suburbs Melbourne VIC



Base pay
\$25 - \$31 / hr



Work type
Temporary



Contract type
Not provided

Job details



Date posted
01 Feb 2022



Expiring date
01 Feb 2023



Category
Banking, Superannuation & Finance



Occupation
Customer Service



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Work type
Temporary



Job mode
Standard/Business Hours

Full job description

Your new company

This well-renowned organisation is currently seeking a full-time Customer Experience Consultants to join their office team onsite in Keysborough. With several decades of waste management experience, this organisation seeks to provide customers and clients with effective and ecologically focused waste management solutions whilst upholding their key principle of sustainable development.

Your new role

Reporting to the Customer Experience Supervisor, your role is to provide excellent customer service & a first-call resolution experience in the waste collection business through frontline activities which include client retention, customer service and generation of revenue growth through outbound sales.

Duties and responsibilities include:

- Assess and respond to customer enquiries by providing appropriate waste management solutions
- Collate customer service data and utilize and update systems as required
- Coordinate with logistics team to find solutions for customers based on geographical requirements, service frequency and waste impact
- Proactive retention of customer relationships
- Liaising with internal and external stakeholders and identifying opportunities to upsell and maximise revenue potential
- Upholding the company values of Responsibility, Solidarity, Respect, Innovation, and Customer Focus in everything you do
- Adherence to any and all workplace safety policies and procedures
- Undertake other reasonable duties within your position as directed by

the Customer Experiences Supervisor

What you'll need to succeed

- Previous customer service or administration experience is a must
- Phone-based customer service/call centre experience highly desirable
- You must be self-motivated and flexible, with a 'can-do' attitude
- You must be willing to work a rotating fortnightly roster with shifts of 8:30am-4:30pm, 9am-5pm, and 9:30am-5:30pm
- You must be tech savvy and be able to utilize computer systems
- Salesforce or SAP experience highly desirable
- Excellent written and verbal communication skills
- Ability to maintain customer relationships and meet specific KPIs and targets
- You must be willing to undergo a police check and a drug and alcohol check
- Have full-working rights

What you'll get in return

- Excellent training and ongoing support
- Opportunity for contract extension or future permanent employment
- Great work culture and office environment
- Flexibility to work a rotating Mon-Fri rotating roster
- No weekend work

What you need to do now

If you're interested in this role, click 'apply now' to forward an up-to-date copy of your CV to Niamh.Murray@hays.com.au or call me on 0386168413

If this job isn't quite right for you but you are looking for a new position, please contact us for a confidential discussion on your career.

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