



Customer service Representative

Hays • Eastern Suburbs Melbourne VIC



Base pay

\$31 - \$31 / hr



Work type

Temporary



Contract type

Not provided

Job details



Date posted

18 May 2022



Expiring date

17 May 2023



Category

Banking, Superannuation & Finance



Occupation

Customer Service



Base pay

\$31 - \$31 /hr



Work type

Temporary



Job mode

Standard/Business Hours

Full job description

Your new company

Hays is proud to once again partner with one of Australia's leading accountancy firms. Due to the end of the financial year right being right around the corner, this organisation is looking for multiple Customer Service Representatives to join their team in Mitcham on a temporary 4.5 month contract during peak tax return time. This role is due to commence in early June and will finish up in October.

Your new role

As a Customer Service Representative, you'll be responsible for the following:

- Taking inbound calls from new and existing clients
- Making appointments for these clients across Australia to complete their tax returns
- Booking appointments for clients with their local branch
- Conducting outbound calls to existing customers who haven't yet booked appointments
- Referring any enquiries outside the above to the appropriate teams

What you'll need to succeed

- You must have previous customer service experience, ideally with some phone-based experience
- Clear and confident telephone manner
- Excellent written and verbal communication skills
- The ability to work every 3rd or 4th Saturday
- The flexibility to work up to 38 hours each week

What you'll get in return

- The chance to work for a nationally recognised accounting firm

- Great workplace culture and training with ongoing support
- Close to public transport and parking onsite at the Mitcham office
- Potential for your contract to be extended or made permanent after the initial 4.5 months
- Competitive hourly rate of \$31.25 ph + super

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, or call us now.

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.

At Hays, we value diversity and are passionate about placing people in a role where they can flourish and succeed. We actively encourage people from diverse backgrounds to apply.

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