



## Digital Concierge Officer

Hays • Eastern Suburbs Melbourne VIC



Base pay  
\$30 - \$30 / hr



Work type  
Temporary



Contract type  
Permanent

### Perks

Training

iPad

### Full job description

#### Your new company

This state government organisation is seeking experienced customer service individuals to work in the Frankston & Dandenong area. Due to the continually busy environment, three positions have become available for experienced customer service professionals to join their evolving team in the capacity of a customer service officer and concierge officer.

#### Your new role

- You will be responsible to engaging with customers waiting in line to see if you can assist them with transactions via an IPAD on the Vic Roads app.
- You will be the first point of contact greeting all customers, directing and assisting them with queries
- You will be responsible for resolving and responding to a wide range of customer service queries and transactions
- This will be a fast-paced face to face environment
- You will also be required to be cross trained to be a computer license testing officer when the business requires.
- You will be roistered between 15-38 hours a week - if you are a student or looking for part time we can be flexible.

What you'll need to succeed

### Job details



Date posted  
**05 Mar 2022**



Expiring date  
**05 Mar 2023**



Category  
**Banking, Superannuation & Finance**



Occupation  
**Guest Services & Concierge**



Base pay  
**\$30 - \$30 /hr**



Contract type  
**Permanent**



Work type  
**Temporary**



Job mode  
**Standard business hours**



Work Authorisation  
**Australian citizen / Permanent resident**

- You will be tech savvy and able to assist customers with an IPAD.
- Motivation to work in a fast-paced Customer Service environment and a genuine interest in resolving customers enquiries is a must
- You must have a drivers license (P plates are accepted) and a clean driving history
- Flexibility to work across several offices within reasonable travel distance

#### What you'll get in return

- You will receive comprehensive training with ongoing support
- You will be a part of an excellent work culture
- You will be placed on an ongoing temporary contract with competitive pay + 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 to Jennifer Culham

**LHS 297508 #2620116**