

Customer Service Officer

Page Personnel • Melbourne CBD VIC



Base pay

\$65,000 - \$70,000



Work type

Full time



Contract type

Permanent

Perks

CAREER DEVELOPMENT

TRAINING

Skills

MICROSOFT OFFICE

CUSTOMER SERVICE REPRESENTATIVE

Full job description

- Permanent, Full-time Position
- Career Development

About Our Client

Our client is a well-respected and well-known producer and retailer, who specialise in the manufacturing of commercial, business and retail products for B2C and B2B customers. They are a very well-known manufacturer, distributor, and retailer in the Australian market and due to growth are hiring now. They'll be able to provide an excellent training program on their products and customer base and want you to be a successful long-time employee of the organisation. This is an outstanding role for a candidate looking to have permanent, secure, and full-time working in a high successful team.

Job Description

Reporting to the Customer Service Manager, the main duties include, but are not limited to:

- Working in a team-based environment to answer customer phone and e-mail queries, in an efficient manner.
- Daily processing of customer sales orders using SAP and CRM system.

Job details



Date posted

25 May 2022



Expired On

23 Jul 2022



Category

Customer Service & Call Centre



Occupation

Customer Service



Base pay

\$65,000 - \$70,000



Contract type

Permanent



Work type

Full time



Job mode

Standard business hours



Industry

INSURANCE



Sector



Work Authorisation

AUSTRALIAN CITIZEN / PERMANENT RESIDENT

- Internal liaison with logistics, warehouse, sales, and financial staff.
- Issuing credits, refunds and dealing with customer complaints.
- Maintaining and building customer relationships by providing outstanding customer service, daily.
- Assisting field sales representatives with queries and customer contract queries.
- General administrative duties and ad-hoc tasks as required.

The Successful Applicant

Our client is seeking a proven and dedicated customer service representative with previous experience in a fast-paced phone and e-mail-based customer service role. To be successful you will have familiarity with data entry, Microsoft Office 365 programs, administrative duties and coordinating of customer orders/return of goods. You will have excellent communications skills and the ability to multi-task, prioritise and manage time effectively. You must have demonstrated experience in working for a small team and overall involvement within a company.

What's on Offer

You would be joining an already established team that values, fun, respect, and teamwork plus additional benefits of:

- Melbourne CBD Location.
- Permanent, Full-Time role within an Excellent Team.
- \$55K - \$60K plus Superannuation.
- Outstanding Retail & Production Brand.