

## Customer Support Specialist

Hays • Melbourne CBD VIC



Base pay  
\$20 - \$25 / hr



Work type  
Full time



Contract type  
Permanent

### Job details



Date posted  
**25 May 2022**



Expired On  
**22 Jul 2022**



Category  
**Customer Service & Call Centre**



Occupation  
**Customer Service**



Base pay  
**\$20 - \$25 /hr**



Contract type  
**Permanent**



Work type  
**Full time**



Job mode  
**Standard business hours**



Work Authorisation  
**AUSTRALIAN CITIZEN / PERMANENT RESIDENT**

### Perks

TRAINING

### Skills

CUSTOMER SUPPORT

WRITTEN AND VERBAL

### Full job description

#### Your new company

A worldwide outsourcing leader are hiring multiple Customer Support Specialists to work on a new exciting government body project in the inner northern Melbourne suburbs on 12-month fixed term permanent contact.

#### Your new role

In this new opportunity you will be responsible for handing inbound and outbound enquires from customers predominately via phone to update personal information, assistance with the completion of forms and providing guidance through complex personal situations.

You'll be well supported with 4 weeks of paid! training to ensure you can assist callers and provide them with excellent customer service.

This is a fantastic opportunity for anyone with retail or hospitality experience to kickstart their corporate career and working Monday-Friday

#### What you'll need to succeed

- Due to the division of the Australian Government, you will need to be an Australian Citizen
- Ability to work in structure environment and attention to detail and accuracy
- Strong written and verbal communication skills
- Empathy & A willingness to learn

- Confident computer skills
- All successful applicants will be required to go through a full background check

**What you'll get in return**

- 4 weeks of paid annual leave!
- Access to over 400 discounted benefits at multiple stores including Jetstar, Apple, Coles & more!
- Discounted gift cards for places such as Movie World, Wet n Wild, Hoyts & more!
- Rotating roster between Monday-Friday 07:00-20:00
- Overtime opportunities that award penalty rates for late evenings and potential weekends

**What you need to do now**

If you're interested in this fantastic new opportunity, click 'apply now' to forward an up-to-date copy of your CV to [marc.howey@hays.com.au](mailto:marc.howey@hays.com.au) , or call us now on 03 9604 9646

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.

**LHS 297508 #2659745**