



## Customer Service Consultant

Hays • Sydney NSW 2000



Base pay

\$50,000 - \$52,000



Work type

Permanent



Contract type

Not provided

### Job details



Date posted

**15 Sep 2021**



Expiring date

**15 Sep 2022**



Category

**Insurance**



Occupation

**Contact & Call Centre**



Base pay

**\$50,000 - \$52,000**



Work type

**Permanent**



Job mode

**Standard business hours**



Work Authorisation

**Australian citizen /  
Permanent resident**

### Perks

Work From Home

Training

### Full job description

Kick start your career with Australia & NZ's largest General Insurer!

#### Your new company

One of Australia's largest insurance organisations who are now looking for multiple customer service experts to join their team located in Hurstville, Sydney. With primarily Work From Home paying an annual salary of \$51,880 + Super + a performance based bonus. This organisation prides themselves on their unique culture, interactive training.

#### Your new role

In this role you will provide an exceptional customer experience and maximise sales/retention opportunities by identifying customer needs. Your duties will include but are not limited to:

- Up sell and cross sell insurance products by linking customer needs with relevant products.
- Manage a high volume of inbound calls from new and existing customers.
- Connecting with your customer and asking relevant questions to understand their needs.
- Use your conversational and problem-solving skills.

- Drive for results and ability to work towards targets, including sales KPI's

### **What you'll need to succeed**

- To succeed in this role you will be a driven individual with a genuine customer focus to provide an outstanding and tailored service to every customer
- Strong customer service background – hospitality, retail, contact centres
- The ability to work in a fast-paced, high pressure and team-focused environment.
- The ability to multi task and confidently manage multiple technologies.
- A proactive approach and resilience to overcome customer objections.
- An acumen for sales and confidence in being able to uncover customer needs.
- Experience working towards targets

### **What you'll get in return**

- In return you will receive training, ongoing support and development with one of Australia's largest insurance organisations.
- Competitive salary package + benefits.
- Full-time permanent position
- Monday to Friday, normal business hours, opportunities to work from home.
- Opportunities to advance and develop your career.
- Great location in Hurstville, right by the station.

### **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 Joanna Felton on 02 8226 9759.

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** #2542694