



Customer Service Officer

Hays • Melbourne CBD VIC



Base pay

\$26 - \$30 / hr



Work type

Temporary



Contract type

Not provided

Job details



Date posted

14 Oct 2021



Expiring date

14 Oct 2022



Category

Banking, Superannuation & Finance



Occupation

Customer Service



Base pay

\$26 - \$30 /hr



Work type

Temporary



Job mode

Standard/Business Hours

Full job description

Your new company

Work for a renowned financial organisation that services the fourth largest pension pool in the world and a leader in their field known for innovation and a high level of service delivery.

If you're a people person, have an interest in Financial Services and you enjoy a challenge, this could be the position for you! For career hungry people, you can expect career advancement and a variety of directions you can go in, there is no cap on where you can go here and you'll be working in a hugely supportive environment.

Your new role

You will be the first point of contact for your customers (members, retirees, employers and financial planners) being a subject matter expert fielding a range of superannuation enquiries, all the while exceeding our customers' expectations.

- Providing efficient and effective query resolutions by anticipating member needs
- Taking ownership for first call resolution and complex queries
- Interpret complex matters and translate information to members
- Achievement of all Key Performance Indicators (KPI's)
- Demonstrating willingness to increase your Superannuation knowledge

What you'll need to succeed

- Able to work on a rotating roster of 8am – 8pm Monday to Friday
- Be a natural communicator over the phone while looking for the right information
- Able to work in a highly structured environment with KPI's and targets

- Must be able to commit a minimum of 6 months with potential to go perm
- Ideally have contact centre experience but not essential
- The ability to proactively identify and understand risk, and be able to openly discuss and act on current and future risks

What you'll get in return

- A friendly, supportive and collaborative team environment with great energy
- An initial 2-week training class involving live call simulators
- Annual salary review Employee share registry offerings
- Potential progression within the company.
- Flexible work opportunities with a focus on a blended working lifestyle

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. Once you have applied then please complete the online assessment via the below link on a laptop or a computer:

Assessment:

<https://talentcentral.au.shl.com/player/link/02d772ec4aa745bcb9903505165b2d16>

PLEASE NOTE: ONLY CANDIDATES WHO HAVE SUCCESSFULLY COMPLETED THE ASSESSMENT WILL BE CONTACTED.

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.

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