



Customer Service Officer

Hays • Eastern Suburbs Melbourne VIC



Base pay

\$58,000 - \$66,600



Work type

Permanent



Contract type

Not provided

Job details



Date posted

10 May 2022



Expiring date

10 May 2023



Category

Banking, Superannuation & Finance



Occupation

Customer Service



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\$58,000 - \$66,600



Work type

Permanent



Job mode

Standard/Business Hours

Full job description

Your new company

At Hays we continue to support our global and local clients within the Financial Services industry. We are seeking multiple Customer service representatives to join our client in their Melbourne office located in the Eastern Suburbs

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

- Engage with your customers to provide answers about their car loans and Insurance over the phone
- Retain Customers by connecting them to their local dealership
- Be the first point of call for their customers with any queries or issues
- Accurately input information and data
- Co-ordinate payment arrangements where necessary
- Show an Understanding of all compliance requirements when dealing with Customers
- Be an agile employee and demonstrate flexibility to assist in other areas of the business if required
- Contribute towards changes to improve the business.

What you'll need to succeed

- Customer service experience and a passion for working with people
- 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
- Investigation and ownership of complex member queries
- Ideally have contact centre experience but not essential
- Have excellent computer skills
- You will need to be able to drive and have access to a car

What you'll get in return

- Competitive salary package
- Secure, free parking onsite
- Collaborative team environment
- Industry renown training
- Fantastic leadership and management team

- Rotating Roster 8am-8pm with WFH flexibility after a 7-week training onsite.

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 #2604286