

Customer Solutions Partner

1st Executive • Lynbrook VIC 3975



Not provided



Work type
Full time



Contract type
Permanent

Perks

TRAINING

Skills

SALES

CONTINUOUS IMPROVEMENT

SALES TEAM

Full job description

Customer Solutions Partner

- Educational products
- Circa \$60-65K plus super, plus Team bonus
- Lots of variety in your day, South-eastern suburbs location

The Company

Our client is an Australian family-owned and operated business with 35 years of successful growth and innovation, and a company where *everyone* matters. They are driven by a commitment to add a wow factor to every client experience.

Family, Play, Partnership, Quality, Sustainability, Safety & Philanthropy are their key Values.

Delivering early learning educational resources to their customers, they have an unwavering focus on providing high quality and innovative solutions that inspire educators to create engaging environments that spark curiosity, creativity & imagination in a child's early years. This is an important role in a

Job details



Date posted
24 May 2022



Expired On
24 Jul 2022



Category
Customer Service & Call Centre



Occupation
Customer Service



Base pay
Not provided



Contract type
Permanent



Work type
Full time



Job mode
Standard business hours



Career level
**GRADUATE
JUNIOR (SOME
EXPERIENCE)
EXPERIENCED NON-
MANAGER**



Industry
RETAIL



Sector
PRIVATE BUSINESS



Desired education level
**VOCATIONAL OR
CERTIFICATES
DIPLOMA OR
ASSOCIATE'S DEGREE
BACHELOR'S DEGREE**



Work Authorisation
**AUSTRALIAN CITIZEN /
PERMANENT RESIDENT**



Company size
11 to 50

Values driven business.

The Role

We need another experienced, multi-skilled Customer Solutions Partner to join their growing Customer Solutions team. ***We want the best customer service/customer experience people so are very open to great people with different industry experience.***

This is no ordinary Customer service role. No two days are the same and you will be very busy with a mix of responsibilities including taking incoming calls, order processing, working closely with despatch and supporting the sales team. Training on the product range and technology will be given but your enthusiasm for the customer experience, computer skills and ability to multitask will ensure you are successful. Responsibilities include:

- Ensure every customer experience is positive and exceeds their expectations
- Build strong and trusted customer relationships as you influence customers' decisions
- Order entry, management of Returns, some invoice follow up
- Welcoming of customers into the Showroom
- Database management
- Sales team support
- Contribution to continuous improvement with your new ideas
- Collaborate with other teams where required

The Customer Solutions Partner

The successful Customer Solutions Partner will demonstrate:

- Completion of your VCE
- A Diploma or above in Early Education is highly regarded as are other study disciplines
- A minimum of 2-3 years sales or Customer Service/Solutions experience and success
- User based tech savviness across CRM, Google or Microsoft packages and intermediate to advanced Excel skills
- A systematic approach to your work
- A positive attitude and genuine interest in the products we sell, and
- Excellent communication skills that include telephone, email, social media, and other digital disciplines

If you like the idea of contributing to a winning team and are looking to join a growing and fun company that really values its staff and customers, please submit your CV and covering letter as a single document via the link on this site. If you use LinkedIn to apply, please ensure your profile settings allow delivery of your complete profile.

Feel free to call Suzanne Whitmarsh for a confidential discussion on [0418 456](tel:0418456660)

[660](tel:0418456660)

