



## Sales & Service Consultant

Hays • Melbourne CBD VIC



Base pay

\$50,000 - \$52,500



Work type

Permanent



Contract type

Not provided

### Perks

Work From Home

Training

### Skills

QUALITY/CUSTOMER SERVICE

### Full job description

#### Your new company

We have multiple opportunities available for Sales and Service Consultants to join a large Insurance organisation located in Melbourne CBD. This is a permanent role with the flexibility to work from home.

#### Your new role

In this role you will provide an exceptional customer experience, handling general enquiries and maximise sales and retention opportunities by identifying customer insurance needs and offering tailored solutions.

- Provide quality customer service via inbound calls and email correspondence
- Update customer policies as per their requests
- Cross sell and up sell to our customers to better meet their insurance needs
- Work to meet individual and team KPI's and targets

Working 37.5 hours a week, this position will work across a rotating roster between 8:00am – 6:30pm, Monday to Friday.

### Job details



Date posted

27 Oct 2021



Expiring date

27 Oct 2022



Category

Customer Service & Call Centre



Occupation

Retail Assistants



Base pay

\$50,000 - \$52,500



Work type

Permanent



Job mode

Standard business hours



Work Authorisation

Australian citizen / Permanent resident

**What you'll need to succeed**

- Demonstrated passion for customer service
- Ability to work collaboratively within a team environment
- Demonstrated ability to think outside of the box
- Ability to cross sell and up sell
- Flexibility and Resilience

**What you'll get in return**

In return you will be provided with ongoing training and support from a close knit team and the flexibility to work from home.

**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 us now.

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 #2572001**