



## Customer Service Officer

Page Personnel • Western Suburbs Melbourne VIC



Base pay

\$50,000 - \$68,000



Work type

Full time



Contract type

Permanent

### Job details



Date posted

**03 May 2022**



Category

**Customer Service & Call Centre**



Occupation

**Customer Service**



Base pay

**\$50,000 - \$68,000**



Contract type

**Permanent**



Work type

**Full time**



Job mode

**Standard business hours**



Industry

**Luxury goods**



Work Authorisation

**Australian citizen / Permanent resident**

### Perks

Career development

Training

### Full job description

- Challenging Fast paced role
- Career Development

### About Our Client

Our client is well respected in FMCG, who are currently experiencing a significant period of growth and a candidate to immediately join Customer Service division. A well-structured training and development will be provided. This position is a temporary position, located in Laverton. This is an excellent opportunity for a hardworking candidate to join large-scale organisation.

### Job Description

Reporting to the Customer Service Manager, your main role and responsibilities will include:

- First point of contact for all inbound calls queries.
- Respond to customer email claims on the daily.
- Initial data entry of insurance claims.
- Processing orders.
- Invoicing.
- Proactive feedback calls about company service.
- Flagging of potential fraudulent claims
- Ad-hoc duties as requested by manager.

### **The Successful Applicant**

Our client is looking for a Customer Service professional with ability to work within a team environment, ideally a phone-based background with systems experience. They are looking for a candidate with a high attention to detail and who is pro-active within the workplace. The ability to pick up and learn new systems, product and service. You will need to be able to demonstrate the ability to work effectively in a fast-paced exciting environment. A candidate who is logical thinking and can show excellent initiative when problem solving would be great attribute to have for this role.

### **What's on Offer**

You will be joining an experienced team which will value hardworking candidate with a willingness to learn and develop:

- Temporary, 3-month Role, Ideally into a permanent role.
- Customer Service Officer Role
- \$34/h plus superannuation.
- Great Team Environment.