



Customer Service - Call Centre - Transport

Alexander Appointments • Blacktown NSW 2148

 Base pay
\$0 - \$0

 Work type
Full Time

 Contract type
Permanent

Job details

 Date posted
13 Jul 2021

 Expired On
20 Jul 2021

 Category
Customer Service & Call Centre

 Occupation
Customer Service

 Base pay
\$0 - \$0

 Contract type
Permanent

 Work type
Full Time

 Job mode
Standard/Business hours

Work Authorisation
 **AUSTRALIAN CITIZEN / PERMANENT RESIDENT**

Perks

PARKING

Skills

MICROSOFT OUTLOOK

MICROSOFT WORD

MULTITASKING

WRITTEN AND VERBAL

Full job description

We have multiple positions based at this global transport company for Customer Service/Order Processing Coordinator

Customer Service – Call Centre – x 6 Positions

- **Delivery and order management of Pharmaceutical products**
- **Monday to Friday | Wetherill Park area**
- **6x opportunities available due to growth | \$31 per hour plus super**

The company

We have a fantastic opening to join a Global Leader within the Logistics Industry. Based in over 220 Countries our client prides themselves on delivering a high-end service, specialising in courier services and international shipping. They are currently seeking an experienced Customer Service/Call Centre officer with great customer focus to join their growing team in South Western Sydney.

About the role

The duties will include but not limited to:

- First point of contact, answering general enquiries through telephone and email correspondence
- Customer Service answering high volume calls
- Processing orders via an in-house logging tool, Oracle and MS Outlook
- Processing Returns and Claims
- Maintain data integrity, confidentiality, and accuracy
- Tracking and tracing deliveries
- Processing orders
- Updating customers in relation to their orders

About you

To be considered for this fantastic opportunity, you must have the following:

- Excellent Data integrity, efficiency, and accuracy
- High attention to detail
- MS Office skills including excel
- Superior communication skills both written and verbal
- Proven previous experience in Salesforce, Oracle, SAP, or other ERP systems
- Thorough understanding of Orders, Returns, Consignment Notes, and Reverse Purchase Orders
- Ability to work within a high volume, fast-paced environment
- Excellent multitasking and organisational skills to ensure all deadlines and priorities are met efficiently and effectively.
- A strong team and task focus
- Prior Transport/Logistics or Pharmaceutical/Medical Industry experience is desirable

What is in it for you?

Our client offers so many additional perks including onsite parking, career progression, and a potential to be offered permanency. You will be positioned within one of the key teams focusing on medical and pharmaceutical products.

How to apply

Applications will be reviewed for this role and **only suitable applicants will be contacted**. Please apply by submitting your resume (in Word format) via the "Apply Now" tab to be considered for the role.

We also encourage you to visit our website and create a job alert that will immediately flag you when new opportunities appear

<https://www.alexanderappointments.com.au/member/createjobalert.aspx>