

## Call Centre Operator

Findmea • Ipswich QLD 4305



Base pay  
\$41 - \$42 / hr



Work type  
Full Time



Contract type  
*Not provided*

### Job details



Date posted  
**30 Apr 2021**



Expired On  
**30 May 2021**



Category  
**Customer Service & Call Centre**



Occupation  
**Contact & Call Centre**



Base pay  
**\$41 - \$42 /hr**



Work type  
**Full Time**



Job mode  
**Permanent**

### Full job description

- Rate of \$41.31 + Super
- Short term assignment with the possibility of extension
- Starting late May
- Brand New Offices in Ipswich
- State Government Roles
- Full Training Provided
- Previous Call Centre experience would be highly regarded
- Apply to Us and Support Local Qld Agency

Our client a major Qld Government Department is seeking multiple Service Officers to be part of this Call Centre Project in an exciting new location in Ipswich.

In this role you will be executing proactive debt collection methods to support their clients in meeting their obligations by facilitating the receipt of payment.

More specifically you will offer a high level of customer service by providing accurate and consistent information and / or education to clients, you will analyse and interpret relevant legislation and data while exercising sound judgement to make effective decisions and / or recommendations. You will also negotiate effectively and take appropriate actions to recover outstanding debts.

To apply for this role, first and foremost we want individuals that are willing to learn with a positive attitude, have experience in a challenging and high demand environment, excellent computer literacy, strong communication, and admin skills that allow for the setting up of payment plans and customer validation. Any experience in Debt Collection will be most welcome. In addition, you will need strong negotiation skills, persistence, a resilient personality along with the ability to apply legislation and / or policy and follow procedure.

For an immediate interview please forward your resume by clicking the apply tab below.

About Us:

FINDMEA is a local Qld based agency with National Reach and a passion for what we do. With over 40 years experience we know how to care for our candidates and ensure we see beyond the resume to uncover your true potential.