

## Customer Service Officer, Portland VIC

BlueScope • Portland VIC 3305



Base pay  
\$0 - \$0



Work type  
Full Time



Contract type  
*Not provided*

### Job details



Date posted  
**07 May 2021**



Expired On  
**22 May 2021**



Category  
**Sales**



Occupation  
**Customer Service**



Base pay  
**\$0 - \$0**



Work type  
**Full Time**



Job mode  
**Permanent**

### Full job description

Job Description

#### About BlueScope

At BlueScope, we create and inspire smart solutions in steel, strengthening our communities and helping build a better future. Our steel has shaped everything from hospitals and schools, bridges and stadiums to fences and homes – influencing the way we live and work, now and in the future.

#### The Opportunity

Come and discover the opportunity to join our BlueScope Distribution business in our Portland team as a Customer Service Officer. BlueScope Distribution is a provider of single-source product, processing and service solutions in steel and aluminum. The business supports customers in a variety of industries and works with them to help deliver projects on time and to specification. BlueScope Distribution supports its customers by helping them find the freedom to do what they do best.

As a Customer Service Officer you will regularly interact with our walk in customers on site at the Portland Branch, as well as managing enquiries that come via phone and email. Our customers are a mix of homeowners and builders requiring a variety of superior products and solutions that we offer. Being the face of BlueScope, you will ensure all of our customers receive exceptional service.

With the support of a strong leadership team you will be given every opportunity to further your career in customer service or sales with us here at BlueScope Australia.

#### What Will You Do?

Working with a friendly and inclusive team you will be a key contact for sales and service enquiries received via phone, email and customers that attend the branch. This will see you:

- interact with our customers in branch, phone, Skype, and email managing quotes and queries
- follow-up on quotations and inquiries converting these into sales opportunities
- collaborating with internal stakeholders including marketing, warehouse and sales departments to ensure customer expectations and requirements are met - including product specifications, special packaging, and delivery timetable
- nurture and grow relationships with customers to uncover new business and sales opportunities
- continuously look at new ways of improving the customer experience and consistently improving the total value proposition

### More About You

With your positive attitude and willingness to grow and develop yourself in the role you will bring:

- experience working in a customer service environment
- high attention to detail and ability to complete multiple tasks simultaneously
- a strong customer focus with the ability to resolve issues effectively and efficiently
- a willingness to grow, learn and develop yourself
- demonstrated computer competency including MS Office

### The BlueScope Difference

A career at BlueScope provides the opportunity to make a difference – to you, to your team, to our customers, to transforming products, processes and brands, and to an organisation intent on shaping a better built environment for all our communities. At BlueScope, you will:

- **make an impact** both within the organisation and in the broader community
- **create and deliver** innovative products and solutions that shape the world we live in
- grow on a path of **continuous learning and development**
- **enjoy the sense of belonging** that comes from working with people who genuinely look out for one another

We're dedicated to supporting our people - keeping one-another safe, rewarding successes, and helping individuals grow. We foster workplace flexibility and an inclusive work environment that welcomes people of all backgrounds. We're committed to climate action and to helping shape a better future for all our communities; we are committed to Our Purpose, **Creating Strength**.

Come and discover us at <https://www.bluescope.com/life-at-bluescope/>.

**Together we can make a world of difference.**

Applications close Friday May 21st 2021