

Customer Service Specialist

Hays Recruitment • Sydney NSW 2000



Base pay

\$45,000 - \$55,000



Work type

Full Time



Contract type

Not provided

Job details



Date posted

11 Jun 2021



Expired On

14 Jul 2021



Category

Marketing & Advertising



Occupation

PR, Media & Investor



Base pay

\$45,000 - \$55,000



Work type

Full Time



Job mode

Permanent

Full job description

Entry level role looking for grads | Alexandria | \$45-55k + super | Phone based Customer Service | Permanent Your new company Australia wide Renewable energy company cutting electricity bills by up to 90%!! Through renewable energy helping residents to save money and help the planet! Your new role We are currently seeking a Customer Service Specialist to join our Sydney team based in Alexandria. Reporting to the Sales Manager, a Customer Service specialist will be looking after all incoming communication coming into the business. This will involve talking on the phone and responding to emails that come through. The Role will involve working with multiple stakeholders in order to get a seamless and quick communication flowing through out the company on the customer side. Responding to all inbound calls, taking note of the message and responding to them. Managing the email addresses and looking after the incoming messages Providing information to the correct departments and keeping a track of customer responses Managing customers escalations What you'll need to succeed Able to manage time and escalations Excellent Communication skills both written and verbal Proficient with computer literacy MS Office Competency Passionate for customer service Ideally looking for a graduate for this entry level role What you'll get in return Full-time position Excellent location based in Alexandria - new & modern office Supportive and encouraging environment - lots of training Career progression opportunities Casual but professional work environment Social activities - dinners, drinks etc A team of real people who are passionate about solar energy 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 #2514475