

Customer Service

Randstad • Chullora NSW 2190



Base pay
\$28 - \$30 / hr



Work type
Full Time



Contract type
Permanent

Skills

CUSTOMER SERVICE TEAM

Full job description

Your New Role

Work for one of Australia's most well known retailer companies in a vibrant and fast paced customer service team. As the Customer Care Representative you will be responsible for the investigation and resolution of escalated customer complaints.

Your main responsibilities will include:

- Liaising with customers via phone, email and online chat
- Log and update all information in the system correctly
- Providing customers with regular updates regarding their complaint
- Reviewing customer files to ensure that nothing has been missed
- Empathetically listen to customers complaints and promptly provide solutions

Your profile will demonstrate:

This role requires a high level of communication, empathy and problem solving skills. In addition, you will have:

- Customer service, disputes, complaints, claims, order processing, customer care or call centre experience
- A 'can-do' attitude and willingness to learn

Benefits to you:

- Start ASAP
- Flexible work options
- Competitive hourly rate

Job details



Date posted
15 Jun 2021



Expired On
18 Jul 2021



Category
Customer Service & Call Centre



Occupation
Contact & Call Centre



Base pay
\$28 - \$30 /hr



Contract type
Permanent



Work type
Full Time



Job mode
Standard/Business hours



Work Authorisation
AUSTRALIAN CITIZEN / PERMANENT RESIDENT

- Work for a renowned Australian company
- Work in a role that will keep you busy!

This is a great opportunity for experienced Customer Care Representatives to join a busy role. If you are interested in this role, please press **APPLY NOW**.

At Randstad, we are passionate about providing equal employment opportunities and embracing diversity to the benefit of all. We actively encourage applications from any background.